SEPTEMBER 1994 $2.50

COMPUSERVE

M A G A Z I N E

8 SEP 1994

TUNED IN

COMPUSERVE

The New Issue
featuring
**"Music's Bands
and Fans Online"**

CD

CONTENTS

Music-community microcosm—p. 10

FEATURES

Inn-house hospitality—p. 44

Too Hot to Print

▶ Catch computer-industry news as it happens, read today's news, commentary, and product reviews. You'll find it only in *Online Today*, a daily updated newspaper.

DEPARTMENTS

COVER ILLUSTRATION DAVID DIAZ

Available now

COMPUSERVE MAGAZINE

This special edition was created to help the more than 16,500 Australian and New Zealand members get the most out of forums and services through CompuServe Pacific.

Spring 1994 Edition

Moonlighting After Dark

by Manish Goklaney

CompuServe Pacific's new After Dark economy rates are proving very popular. How will they affect you?

Moonlighting After Dark
Continued from page 1

First, they will make personal interaction even more viable because of the lower rates. They will also help members who feared to venture into CompuServe's vast land of electronic communication. And those who thought that CompuServe was all work and no play can now afford to explore the lighter side of CompuServe. From cooking to astronomy and comic books to sailing, CompuServe caters to almost every whimsical need.

Lets pack our bags and go on an electronic journey through the CompuServe universe. First stop, the Cook's Forum (GO COOKS) where you can choose from hundreds of mouth-watering recipes or learn to improve older ones. What is the best heat to bake a perfect carrot cake? How does Colonel Sanders make his secret recipe? Have these questions and more answered by the many keen forum members. It's like having your own personal chef guiding you through every step, from mixing the ingredients to putting the icing on the cake.

Now that we have tantalised your taste buds, lets step into the dark room (careful not to shed light on the subject). In case you are wondering, we are in the Photography Forum (GO PHOTOFORUM). Learn how to achieve extraordinary results from your ordinary-looking camera and consult the professionals from Fuji and Kodak about the latest film and camera technology. If you have what it takes, remember to take part in the regular contests being held in the forum. The library sections contain hundreds of photographs, some award winners, and you are encouraged to download them or even upload some of your own.

Stepping out into the light again, lets take a couple of paces before stumbling into a world of fantasy where heroes live forever, fighting for the goodwill of all against the dark forces of the universe. Welcome to the Comics Forum (GO COMICS). Indulge in a conversation with the Man of Steel or hear Scrooge McDuck's 101 ways on how to save a buck. Have an old Batman comic lying around? Log onto the forum now, it could be worth a fortune!

If comics are not your fancy and little furry friends are more to your liking, then pay a visit to the Pets/Animal Forum (GO PETSFORUM). It may be a dog's world, but the Pets/Animal Forum will meet all your pet needs whether you have a dog, cat, bird or even a three-foot snake. The library section contains plenty of pictures of pets uploaded by their proud owners, and the 'ask-a-vet' section in the message area attracts a lot of queries from members. Vets doing housecalls!

And if you are a "down-to-earth" kind of a person but keen on issues which are out of this world, the Space/Astronomy Forum (GO SPACE) will satisfy your needs. Not knowing what to expect, I entered the forum only to be beamed up to a conference on how to track shooting stars. "You never know," a participant (Michael) exclaimed "if you were successful, all your wishes could come true!" There are also library sections on UFO sightings, pictures and all.

All this cyber traveling tends to make one thirsty so lets head off into the Bacchus Wine Forum (GO WINEFORUM). Take notes on how to appreciate a good wine while picking up techniques for creating your own home brew. I staggered into "the bar" (as the conference room is known) and was approached by the barman (alias Howarth, caretaker of the bar). We chatted over a drink, and I left saying goodbye to my new-found friend and promising to look him up. I was then off to explore the message sections picking up tips from wine critics all over the world. I was tempted to contribute and emphasise the great quality of some local wines but time was of the essence, and I had to get home.

Builder   Uni-student   Zoo-keeper   Farmer

Get Your Friends Online

by Brendan Yell

CompuServe membership has many benefits Why not share these with your friends and receive a bonus as well?

Here's how it works:

Recommend that a friend join CompuServe.

Include your User ID number with your friend's order for the CompuServe Starter Kit. The Starter Kit includes a A$40/NZ$50 usage credit upon joining; Quick Start Guide and the CompuServe Information Manager access software optimised for CompuServe. (You can use the Member Recommendation form included with this edition of the magazine for the order).

After your friend joins CompuServe, You might like to help him and show him some of the short cuts in using CompuServe.

You receive A$40/NZ$50 worth of usage credits for your recommendation (that's more than four hours in basic services with CompuServe After Dark economy rates).

There is another good reason to have your friends on CompuServe. E-mail is a great time-saving service, yet it is rendered useless if your friends and associates do not have an address that you can send to. Also it is great to let your friends and associates know that you are up on the latest technology.

Handy people to have online include:

◆ Workmates
◆ Accountants
◆ Lawyer
◆ Suppliers
◆ Clients
◆ Family (overseas?)

Dick McCann (User ID number 100242,3067) has been a member for only two months yet already has found CompuServe invaluable to his business, which involves management systems and includes a great deal of overseas travel. McCann recommended his workmate Jan Stewart join CompuServe so they can always be in contact.

McCann said, "I use CompuServe primarily for e-mail and as I do so much traveling it is a way to keep in contact."

McCann also has recommended his son Rowan join CompuServe which he now uses for "just about everything." McCann, in his two months as a member, has earned $80.00 in usage credits from the Member Recommendation Program.

We all know of the advantages of CompuServe, but some people need help in understanding the information superhighway. And you can help introduce them to this new age. ■

Behind the Scenes of a
FORUM

by Linnette Horne

NZ Personal Computer Association (NZPCA) is the largest PC users group in New Zealand and is based in Wellington. Prior to the arrival of the Pacific Forum (GO PACFORUM), CompuServe was observed on display at an Australian Computer Show by the association's president. He then suggested to CompuServe that the association run a section in the Pacific Forum.

In November 1992, an agreement to run a section was signed, and I was one of the sysops appointed by the association. Training was completed in February 1993 and the NZCHAT-NZPCA section (GO PACVENDOR) came online in March 1993.

It soon became apparent that the most popular service in the section was the association's news service: general, sport and entertainment. So each week news files are loaded and feedback from forum members has been very favourable, with many reporting that these files are some of the few sources of New Zealand news on the service. The section also loads updates of Radio NZ programme schedules for those who like their news live.

Other activities that the association has been involved in include organising the Pacific Forum's first online conference, at the NZ Science Fiction Conference in June 1993, providing hourly updates of the NZ election-night results in November 1993. The news was being released so quickly that forum members where among the first to know on election night that for the first time in recent memory NZ had a hung parliament.

In the section, the association was also pleased to help forum members in Sydney during the bush fires in January 1994, passing on inquiries from expats concerned for relatives.

March 1994 saw the NZCHAT-NZPCA section's first birthday. Let's hope it will be the first of many. ■

Moonlighting After Dark
Continued from page 2

A few short steps and everything seems to be very familiar. You might have the feeling that you have been here before. Of course, we're in the Pacific Forum (GO PACFORUM)! Home at last in my favourite place on CompuServe. While the other forums have their own charm, nothing can quite match the feeling you get when you are in this forum. There is nothing like some friendly rivalry between the fans of the NZ and Aussie cricket teams, and here it is no holds barred. G'day mate and cheers seem to be most common greeting gestures to welcome some-one aboard. Talk about politics, business and entertainment with people who share your views and some who don't. This forum has established itself as the CompuServe's Pacific trademark, and I still recall the day that Sydney won the 2000 Olympics. A flood of messages came in from all over the world congratulating Sydney on its efforts and a well-deserved win. Hence, if you are looking to spend some good cybertime with some wonderful people, this is the place to be.

You may be a little weary but hopefully a lot wiser and eager to return. I suggest that you go with my traveling companion and navigator on the trip, the Find command. The Find command is under the Services menu if you are using the CompuServe Information Manager. Without it, I would not have known where to start. Type in the keyword "hobbies" in the dialog box and voila! A whole list of travel destinations at your fingertips. So you see with CompuServe's new economy rates, there is no better time to go exploring than After Dark. ■

Using the Address Book

by the staff of the Australian Centre for Computer Science

The Address Book button on the ribbon.

The Address Book dialog box.

Adding a group to the Address Book.

In the Autumn 1994 edition (page 1) we described how to send an e-mail message to another CompuServe member. If you want to send messages regularly to the same people, or to groups of people, the Address Book dramatically simplifies the process.

What is the Address Book?

The Address Book is a list of names and addresses (User ID numbers) which you can store permanently. This means that sending messages to people is easier because you do not have to re-enter their addresses each time. If you send mail regularly to users of other mail systems, such as MCI Mail or the Internet, you can include the appropriate addresses in your Address Book.

Adding a Name to the Address Book

Click on the Address Book icon (see figure 1) on the ribbon or choose Address Book from the Mail menu.

Click on the Add button. Type the name in the first text box and the address (User ID number) in the second box. A comment is optional. (see figure 2)

When you are finished, click OK.

You can also add an address to the Address Book while you are creating mail. Our previous article explained how to do this.

Changing an Address

In the Address Book dialog box, highlight an address and click on Change.

Edit the address as required and click on OK.

Using the Address Book

When you create mail, you are asked to create a list of recipients. When you are at the Recipient List dialog box, the list on the left-hand side is your Address Book. To add a name or group to the Recipient List:

Click on a name in the Address Book.

Click on Copy >>.

You can also add a name to the Recipient List manually, then use the << Copy button to copy it into your Address Book.

Adding a Group

A group is a list of names and addresses which can be selected in a single step. If you regularly send mail to a group of people, place their names and addresses in a group and then select the group name as the recipient when you send a message. Each person in the group receives the same message as if you had sent it to them individually.

To Create a Group:

In the Address Book dialog box, click on Add Group. (see figure 3)

Enter the name of the group in the Group Name text box.

Click on Add. Your Address Book will be displayed. A name cannot be added to the group unless it is already listed in your Address Book. Click on each name (you can select as many as you want) and then on the OK button.

To send a message to all the people in a group, just choose the name of the group from your Address Book as the recipient.

Adding a Name from a Mail Message

When you get a message from your mailbox, it shows the name and address of the sender. You can add the sender's name to your Address Book by clicking on the From button and then adding the name to the Address Book. ∎

Who's who
in CompuServe Pacific

Stuart Broad
Manager
CompuServe Pacific

Brendon Lansdowne
Marketing Manager
(Australia)

Colin Wallis
Marketing Manager
(New Zealand)

Subra Venkat
Technical Manager

Murray Chaffer
Dale Cohen
Denise Connors
Manish Goklaney
Kylie Johnston
Andre Lackmann
Anh Tran
Brendon Yell
Ettore Alterisio
Andrew Stylianou

Member Service

Fiona Reinke
Gwineth Richards
Natasha Schatunowski

Sales and Administration

David Green
George Tsiliris

Technical Services

CompuServe®
Pacific

475 Victoria Avenue, Chatswood, NSW 2067, Australia

Telephone:	Sydney:	(02) 410 4260
	Australia:	008 025 240
	New Zealand:	0800 446 113
	Other:	(612) 410 4260
Facsimile:	Australia:	(02) 410 4223
	New Zealand:	(04) 495 0730
Electronic Mail:	Member Service:	70006,101

CompuServe Pacific.
Bringing people and information together.

Hints and Tips

Going overseas?

Then remember that CompuServe is a worldwide organisation, and you may want to access your account while traveling. As a painless alternative to ringing Customer Service everywhere you go, try visiting GO PHONES before you leave. This will give you a list of access numbers for just about any capital city in the world. Happy Wanderings! *KJ*

Use your Internet account to access CompuServe

The Internet is a large part of the ever-growing online world. To make the most of current and future Internet services from CompuServe, visit the Internet Forum (GO INETFORUM). *AL*

CompuServe's User ID number

CompuServe's Member Service is available via e-mail as well as by phone. GO FEEDBACK online or send mail to CompuServe ID number 70006,101. *AL*

Mail messages

With some later versions of the CompuServe Information Manager, it is possible to treat "postage due" messages differently from other messages. When "Send/Receive All Mail" is selected the "postage due" messages will not be retrieved by default. This can be rectified by selecting "Always Retrieve" from the Mail Preferences menu under the Special menu in the CompuServe Information Manager. *DC*

Take care of your password

You must be very careful to maintain the secrecy of the password to your CompuServe account. Ultimately you are responsible for any use of your CompuServe account, so giving someone your password is like giving them your wallet.

While you can store your CompuServe password in CIM, be careful if your computer can be used by others, especially if it is in a busy office. Also be very careful when sending your machine for repair, while the password cannot be read from CIM, the software including your stored password could be copied from the machine. You can delete the password from CIM and each time you try to log onto CompuServe, you will be prompted for the password. To change your password GO PASSWORD. *DC*

REPLY COUPON

☐ Change of address

Name:...

User ID Number:...

Address:..

Suburb/State/Postcode:...

Telephone Number (H):.....................(W):..................

Please photocopy and return to CompuServe Pacific
Fujitsu Australia Limited, P.O. Box 1183, Chatswood, NSW 2057, Australia.

Dear Reader

Online networking is revolutionizing the music industry. Bands, record companies, fans, concert-tour managers, and others are beginning to take advantage of the CompuServe Information Service to connect with the right people at the right time. More than just an electronic exchange of business cards, however, this interaction can be a means to discover talent, disseminate concert information, promote labels, and, in some cases, seal deals. Such activity says a lot for an industry known for its closed doors.

This month's cover story, beginning on page 10, shows how CompuServe members are entering a new world of music sociability. Songwriter John Palermo hooked up with Myles Wareham at Capitol Records in the Music/Arts Forum, and fans of the Buzzcocks, a British pop/punk band, got a chance to talk with the band's singer-songwriter, Pete Shelley, when he participated in a discussion in the Rocknet Forum about the death of Nirvana singer Kurt Cobain. Music aficionados are finding such online meeting grounds exciting and rewarding.

Speaking of exciting, for eight days last June, CompuServe and Geffen Records reached a technological milestone by offering CompuServe members the chance to download Aerosmith's never-before-released song "Head First." The CompuServe-Geffen collaboration pushed the boundaries of online sound capability, where 30-second song samples were the norm, as thousands downloaded the original work. What does this mean for the future? No one's making any guarantees, but it looks as if the revolution's just beginning.

Please note that CompuServe's music services are being updated as we go to press. Read forum notices for updates on vendors and record companies coming online, as well as changes in music-forum locations.

❋   ❋   ❋

One of CompuServe's greatest offerings is its databases. Medical research, summaries of international patents, U.S. demographic information, abstracts of engineering and technological literature, and directories of public, private, and government-controlled companies are mere mentions of the wealth of information that's available online. Searching the databases for this information is not difficult, although it may seem so to those uninitiated in the art of constructing search languages.

Freelance writer Robert Lauriston frequently uses CompuServe's databases in his work as a computer journalist, and for a while kept notes on his own database-search successes and failures. He proposed an article based on his experience to help other CompuServe members perform the most effective searches possible. The result is "Search Words of Wisdom," on page 28, an article filled with examples and tips.

❋   ❋   ❋

Beginning this month, a "Where to GO" information box appears with every article. Its purpose is to provide an easy GO-command reference for services mentioned in an article and its related sidebars. We hope you find it to be a helpful tool.

Kassie Rose

Kassie Rose
Editor

Letters

June Magazine

The June *CompuServe Magazine* was truly a landmark for me. First, I was glad to see the article on the Crafts Forum ("Handi-works of Art," p. 10). My wife is a ceramist, and one of the first things I did when I joined CompuServe in July 1991 was search for information on ceramics. The Crafts Forum provides an overview of software for ceramics, plus an evaluation of and friendly notes on ceramics journals.

Also, our eldest son was recently diagnosed as probably having attention-deficit disorder (ADD), a syndrome previously unknown to us. Your informative article on the disorder, "Where Concentration's No Game" (p. 38), could not have arrived at a better moment.

Dick Nieuwenhuis
Brussels, Belgium
100010,1720

Windows

My first take on "Doing Windows Differently" (June, p. 25) is that it should have been titled "Doing Windows Better." My initial impression of Windows 3.1 was that it was terribly disorganized. (Robert Lauriston is correct when he concludes that Windows is not like a Mac.) However, since installing PCTools 1.0, and now 2.0, I have a new respect for working within Windows. This newfound appreciation revolves around PCTools' three best features: multiple desktops, icons within icons, and stand-alone icons.

Multiple desktops allow me, without clutter, to separate applications from games, demos, tools, etc. With icons within icons I can organize myself silly. With stand-alone icons I can extract the program icon from a group, saving a double-click and a wait, to access the program I want. I can also place icons on multiple desktops if I choose.

Kip Koehler
Novato, California
72204,325

I read "Doing Windows Differently" with great interest because I cannot understand the demand for alternative desktops and program launchers. From shareware to commercial products, these items are hot, and I have no idea why.

When I purchased Microsoft Office, I loaded the Office Manager feature, which allows the launch of programs at a single mouse click. I played with it, customized it, and after two months removed it from my startup group. Why? Because I could not understand what it was supposed to do for me that I was not already doing with plain, vanilla Windows 3.1 (besides eating up 4 percent of my system resources).

If you really want the ability to customize, ditch Windows and look at OS/2's desktop. There are so many options, you could spend the rest of your life tweaking it.

Matthew A. Ritchie
Durham, North Carolina
73504,2631

DOS and Mac Files

The article "Between DOS and Mac," by Harry Green (June, p. 20), contained a glaring error. Apple File Exchange has been obsolete since Apple introduced PC Exchange a couple of years ago. This system extension makes transfer of DOS files to Mac and back as easy as copying a regular file on the Mac. You just pop in the DOS disk and an icon appears on the Mac desktop, just like any Macintosh disk icon. The difference is that there is a large "PC" across the icon. I can even initialize DOS disks more easily on my Mac than I can on '486 machines. I transfer PageMaker and AutoCAD files between the two platforms as easily as I handle files on the Mac itself.

Paul Chapman
Minneapolis, Minnesota
71302,3051

The description given for the file BEGN02.TXT in "Files for Getting Across: Platform-Linking Uploads" (June, p. 22) says the text file "tells why you can't download to a PC and transfer the file to a Mac." This description is wrong and totally misleading. It adds to the confusion and the lack of knowledge on this topic.

The actual text of the file correctly gives the exact steps not only on how to download a simple text or compressed file and transfer it, but also on how to download an application and how to BinHex it to give it back its Mac-style TYPE and CREATOR info, so the Mac recognizes it as an application again.

When Microsoft started the tests for the cross-platform application FoxPro, the sysop and testers didn't know it was possible to download their patches on a PC. Many were stuck until I told them the opposite.

Günter Huber
Hausruck, Austria
100023,1502

Monitor

The title of the Monitor item "To the World, *This* Is the Super Bowl (June, p. 7)" intended to convey the unfamiliarity of most Americans with the game of soccer. To those of us who enjoy and know soccer, the graphic, perhaps unintentionally, also displayed a fundamental unfamiliarity with the game. The referee in the background is wearing the uniform of an American football referee, with a striped shirt and white knickers. Soccer referees wear black shirts, shorts, and socks. This is a forgivable oversight and simply illustrates that most Americans don't have a proper appreciation for the game. I am looking forward to the World Cup and seeing why the rest of the world loves this game so much.

Joe Ely
West Lafayette, Indiana
71222,1003

While it's true that soccer is the most popular sport in the world, leave it to a U.S.-based magazine to use an illustration that shows our ignorance of the sport. Soccer balls have alternating hexagons and pentagons on them, not all hexagons as shown in the picture. Plus, the artist put a U.S. football referee with a striped shirt on the field! Soccer referees always wear black (with white cuffs and collars). Well, actually, for the first time this year referees at the World Cup will wear fuchsia. This should make for an interesting contrast with tradition. But no stripes!

Dave Chestnutt
Nashua, New Hampshire
72764,304

Member Essay

I read Phil DeVault's essay "Hitting the Right Software Note" (June, p. 55) with interest. When one buys a software package, one is actually buying a license to use the software. So if, as in Mr. DeVault's case, the master disks have become corrupted, one should not have to buy a new package, i.e., a new license. The software company should, after verifying registration of the original package, replace the disks at cost price. I would consider $15/£10 about right.

Dr. Guy Simmons
London, England
100332,1422

Incorporation

Linda Stern's informative article on the pros and cons of incorporation (May, p. 26) erroneously suggests that incorporation will result in a great deal of paperwork for payroll taxes. It gives as an example an Atlanta writer who incorporated and then had to file federal forms 940 and 941 as well as W-2s and W-3s.

Under the Internal Revenue Code, partners and sole proprietors are also required to file this paperwork if they have any employees. Thus, additional paperwork for payroll taxes is associated with incorporation only if a business does not already have employees. If it does, the paperwork burden of incorporation is not significant. Also, computerized payroll services will prepare these forms for a comparatively low fee, and programs such as Quicken have payroll features that generate these forms.

Roger J. Bernstein, Attorney-at-law
New York, New York
73501,3605

MONITOR

Finding a π Kinda Guy

How can you find a true love who shares your passion for computers, gadgets, and other things technical? One way is by becoming a member of Science Connection, the first dating service specifically for professional and amateur science enthusiasts.

Launched in 1991, Science Connection currently has close to 1,300 members in nearly all U.S. states and Canadian provinces. The service maintains a printed master list of biographical profiles that members can search for potential matches.

"We've been noticing a trend toward increasing use of e-mail," says Anne Lambert, Science Connection's president. "We're getting more and more inquiries via e-mail and more members adding an e-mail address to their biographical profile."

According to Lambert, CompuServe Mail often helps to unite compatible members. She notes that while C-Mail is far faster than regular mail, it allows members to learn about each other cautiously, since members do not communicate in real time or face-to-face. "Members seem to really be enjoying the network," Lambert says. Although lacking concrete proof, she suspects that C-Mail contacts between members have resulted in a number of marriages and serious relationships.

A surprisingly high percentage of Science Connection's members are computer professionals, Lambert notes. The service also attracts men and women who are interested in medicine, nature, engineering, astronomy, and dozens of other scientific endeavors. Members' ages range from the late teens to over 70.

For more details on Science Connection, drop a note to the service at 71554,2160.

German Encyclopedia, French MacCIM Introduced

Bertelsmann, one of Germany's leading publishers of encyclopedias, now offers the German-language *Bertelsmann Encyclopedia* on CompuServe as part of basic services. The Großes Bertelsmann Universallexikon (GO BEPLEXIKON) contains more than 120,000 keywords on such topics as art, history, economics, politics, and law. It is a helpful research tool for finding historical data and information on recent events. Background information and search instructions are available online.

French MacCIM, the first version of CompuServe Information Manager for Macintosh in French (version 2.3F), can be downloaded from the GO MCIMSOFT download area for $10 with a matching $10 usage credit. It is supported in Section 15, "French MacCIM," of the MacCIM Support Forum (GO MCIMSUP) in English. French-language support is available by calling the Paris office's AZUR phone number within France at 36 63 81 31 or outside France at (+33) 1 47 14 21 60 Monday through Friday between 8:30 A.M. and 7:30 P.M. local time.

Munich, Germany, is the latest European city to offer 14,400-bps access to the CompuServe network via the regular Munich access number: 089 66 530 170. Connect-time and communication surcharges for 14.4 access are the same as for 9,600-bps access. CompuServe nodes are available in seven other German cities —Berlin, Düsseldorf, Frankfurt, Hamburg, Hannover, Nuremberg, and Stuttgart—for modem speeds up to 9,600 bps. For a list of access numbers and log-on instructions, GO LOGON or contact Customer Service in Germany Monday through Friday between 9 A.M. and 8 P.M. on freephone 0130 86 4643 or at (+49) (89) 66 535 222 outside Germany.

Type Much? Pain May Be Telling You Something

Do your hands hurt? If you feel persistent pain, numbness, or tingling in your arms, wrists, or hands after keyboarding, you may have a repetitive-strain injury (RSI), such as carpal-tunnel syndrome, tendinitis, thoracic-outlet syndrome, or tenosynovitis.

Craig O'Donnell, a reporter for *The RSI Network Newsletter* and a ZiffNet assistant sysop, says such injuries are prevalent among computer users and are definite cause for concern. "Statistics vary and are hard to interpret, but roughly 50 percent of on-the-job injuries are connected to cumulative-trauma disorders. Of course, not all these are related to typing," he says.

If your hands start to hurt, you can probably blame it on an ergonomically incorrect workstation. A professional ergonomist, occupational therapist, or rehabilitation counselor should be called in for an on-site evaluation of the work environment.

O'Donnell also suggests taking a one-minute typing break every 20 minutes and a longer break every hour. Use an adjustable-height work surface and chair, and place the monitor at a height proper for you. If possible, type no more than four hours a day, breaking up your workday with a variety of tasks.

Learning more about these injuries is often the first step in alleviating the pain and better helping your physician diagnose the problem.

A new file in the MedSIG Forum's (GO MEDSIG) Library 1, "General," offers a comprehensive listing of all CompuServe resources on repetitive-strain injuries. Created by London resident Richard Donkin, RSILIS.TXT describes library files in the Health & Fitness (GO GOODHEALTH) and Holistic Health (GO HOLISTIC) forums that focus on identifying RSI, treatment tips, equipment and furniture that will alleviate pain, software that offers "break" reminders, and more.

In addition, the bimonthly *RSI Network Newsletter*, edited and produced by Caroline Rose, includes personal RSI stories as well as equipment and therapy reviews. The newsletter is available in a number of forums, including ZMac Download & Support (GO DOWNTECH), MedSIG, Holistic Health, and Health & Fitness—search the libraries in these forums using the keyword RSI.

PAUL MONTGOMERY

Vacation Deliberation: Are Time-Shares Worth It?

Buying a time-share at a resort is either an inspired idea or one of the most misguided decisions of the 20th century. It all depends on whom you listen to in Section 15, "Timeshare Talk," of the Travel Forum (GO TRAVSIG).

"If purchased carefully, a time-share can be a solid investment," observes William Rogers, president of the Time-share Users Group, an Orange Park, Florida–based U.S. association of time-share owners. "If one purchases at a good resort with proven management, one can count on having a wonderful vacation experience for years and years to come," he says.

But Lan Sluder, a Travel Forum section leader, reports that many time-share owners exist in a state of denial. "They tend to deny that they could have made a mistake by putting

KRISTEN MILLEA

$5,000 to $15,000 into a time-share, plus several hundred dollars a year in maintenance charges." Sluder notes that time-shares have one of the highest complaint rates to Better Business Bureaus and attorneys general of any consumer product. "There doubtless are a few good time-share developments out there, but they are

the exception that prove the rule."

Member Walt Underwood believes that the smartest and cheapest way to buy a time-share is via the secondary market—after the developer has sold out and as original buyers begin to sell their investments. "One of the better sources is local real-estate dealers near the resort," he says.

Member Frank Rohrback Jr. points out that potential time-share investors must be certain they will want to vacation every year at their selected site. "Many people buy a time-share with the idea that they will trade it with time-shares in other areas of the country or world," he says. But exchanging a time-share isn't a guaranteed thing. "You must be very flexible with your time and area. At certain times, it's almost impossible to get into popular areas such as Hawaii, the Caribbean, and Disney World. Exchanging should be viewed only as a bonus."

But member Leo Hungle notes that time-share ownership has one distinctive advantage: "It forces one to actually take a holiday, which otherwise often seems to get postponed for a variety of reasons. You can't think of time-shares as a financial investment, but as a lifetime prepaid vacation to places where you love to holiday."

Members interested in time-shares can browse CompuServe Classified Ads (GO CLASSIFIEDS) to find others desiring such an arrangement. Select option 7, "Travel," then option 1, "Rental/Time Share."

New "Mutual Fundamentals"

Certificates of deposit are passé and the bond market is on a roller coaster, making mutual funds the investment of choice. But with thousands of funds available, that choice is a bit overwhelming.

Novice investors who want to master the basics before transferring their cash should check out Mutual Fundamentals, a shareware directory and tutorial written by Mitch Dijak, president of Moonlight Software in San Diego, California. The tutorial explains not only how a mutual fund works but also the different types and categories of funds. A complete glossary will help you understand the lingo.

Updated in January and July, the directory lists more than 1,000 mutual funds, including names, addresses, toll-free phone numbers, sales charges, and historical-return data.

Dijak advises novice investors to look for a fund that matches their personal investment objectives, be it income or long-term capital gains, high-risk or conservative.

"Look for a fund with a good, long-term, consistent record," Dijak says. "Last year's winner may very well be in the basement this year."

He urges investors to first define why they are saving —college tuition? retirement nest egg?—and then determine a target amount. "Once that figure is established and you know how much time you have to reach your goals, it is relatively easy to estimate the monthly or quarterly investment you need to make."

Mutual Fundamentals is available for a shareware fee of $12 in the IBM Applications Forum (GO IBMAPP), Library 4, "Personal Acct [A]," in the file FUND94.ZIP. It can be registered using CompuServe's Shareware Registration (GO SWREG). Registered users receive a 32-page brochure describing how to read a mutual-fund prospectus, a list of the best- and worst-performing funds for the prior year, and a list of mutual-fund-industry newsletters.

Used-Bike Buys

Cycling can be good for the heart and soothing to the spirit. But it can also cause near irreparable damage to the enthusiast's bank account.

With the snazziest new bikes costing hundreds—even thousands—of dollars, savvy cyclists are perusing yard sales and the classifieds in search of pre-owned bargains. The members who meet in Section 7, "Cycling," of the Outdoors Forum (GO OUTDOORS) warn that caveat emptor is the key to bargain-basement pedaling.

"Buying a used bike is sort of a mixed bag, but no more so than buying anything used, from a car to a boat to a stereo," says section leader Bill Whetstone. "You have to know what you're looking at." Whetstone suggests enlisting the help of a knowledgeable friend. "There are many wear points on the bike, the biggest being bearings and surfaces," he notes. "Twisting along the non-bearing axis will show you any play. Try pushing a wheel side to side at a reference point such as the brakes. There should be no movement."

Whetstone also recommends examining the bike's tires for cracked sidewalls, looking for evidence of crashes, and checking for chipped paint and rust. "While any of these shortfalls can be used as a rationale not to buy, you should also consider what you want and what you would be willing to pay," he says.

Member Curtis Russell offers a bike-shopping rule of thumb: if you're going to spend under $300, buy used; over $300, buy new. Russell notes that a bike with a good frame and the right replacement parts can be the best buy, as long as you know whom you're buying it from. He adds, "I suggest not buying from someone selling out of a van whose out-of-state tag is about to expire."

Monitor

Contributors: Cathryn Conroy, John Edwards, Lindsy Van Gelder

M O N I T O R

Behind the Screens
with John Edwards

The Smoke Gets in Your Drives

This November I will turn 40. To celebrate this most momentous milestone, I think I shall begin smoking. (Smoking cigarettes, I mean. I'm not one of those New Age Forum types who believe in spontaneous combustion, thank you.)

At this point in my life, smoking makes sense and seems appealing. (So does danc-ing on a Jell-O "love raft" with Demi Moore, but let's not talk about that.) Most people begin smoking in their teens. It's not until at least 30 or 40 years later that they develop cancer, emphysema, heart disease, a chimney growing out of their head, and all the rest. But 30 or 40 years from now my ticket will have been pretty well punched, so I'm not all that con-cerned about the health or so-cial consequences of smoking.

From a computer user's standpoint, smoking is simply great. Solid scientific evidence —that I just pulled out of thin air—shows that smoking can help relieve the symptoms of carpal-tunnel syndrome. It's true! Since smokers must take time every few minutes to put a cigarette to their lips, they type fewer characters than non-smokers and are therefore less prone to typing-related ail-ments. Anyhow, I think that all of the stuff smokers do with their fingers—tapping cigarette ends, stomping butts out in ash-trays, and inadvertently setting the cat on fire—help to exercise and strengthen the joints.

It's also an undocumented fact that smoking can make us-ing a computer easier on the eyes. That bluish-gray haze that floats between the user's face and the computer monitor functions much like a glare screen to filter out electromag-netic radiation, gamma rays, infrared beams, and other scientific-sounding stuff I once heard about in high school. I also believe that I once read about how soot on a keyboard can strengthen the fingernails. (I would give you the reference citations on this, but there aren't any.)

Anyway, I think I'm going to start smoking in a few more days, as soon as I turn 40. The only negative thing I'm going to have to deal with is the taste.

For more BTS gems by John Edwards, GO OLT-130. Edwards is a contributing editor of CompuServe Magazine. *His Compu-Serve User ID number is 70007,412.*

MONITOR

How Travelers Take the "Lug" out of Luggage

Some people can go to Europe for two months and live out of a carry-on bag. Others need an additional seat on the plane for the plumber who can service the kitchen sink they've brought on vacation. A self-described reformed "overpack-aholic" started a thread in the Travel Forum (GO TRAVSIG) urging others to learn the lessons that his family had learned the hard way. Among the tips that he and others had to offer:

► Bring lightweight, easily hand-washable clothes made out of silk and space-age materi-als such as Polartec and Thinsulate.
► Wear a pair of jeans or dark pants that won't show dirt or stains.
► Remember that you can buy lots of items— sun creams, cosmetics, umbrellas, extra T-shirts—as you need them.
► Use every inch of packing space; for instance, an evening bag can be stuffed with makeup or underwear.
► Mail home as many purchases as possible.
► You can bring fewer clothes if you steam the ones you do bring on the fly with the old trick of turning the hotel shower on hot and high and hanging your suit on the towel bar. (One forum member, however, had a friend who left the room to run a quick errand, forgot that the shower was on, and came back hours later to a ruined suit and a bathroom with no wallpaper or plaster left.)
► When you come home from a trip, make a mental note of the items you didn't use. Don't

AMANDA HALEY

bring them the next time.

Some unrepentant overpackers weren't charmed by all this spartanism, however. ("Trav-eling light?" one demanded indignantly. "Is that when you bring the lights too?") They had a better idea: marketing overpacking as a cool new method of aerobics—maybe even working up a video of Cindy Crawford or Jane Fonda lugging her luggage. Suggested one member: "How about we put the whole thing to rap music and call it 'Hep on Schlep'?"

Net Almanac

While bookstore shelves bend with the weight of newly published computer volumes, many of these are out of date before they ever hit the cash register. Norwegian author Odd de Presno is bucking the printed word in favor of the electronic one as a way to stay on top of technological devel-opments with his book on online information services.

"The online world is moving so fast that printed books be-come obsolete the moment they appear in print," says de Presno.

Titled *The Online World*, this shareware tome available only online is updated every two months and offers insights into all the major global net-works, including CompuServe, Nifty-Serve, and the Internet. The author of 11 other books, with some 20 years of online experience, de Presno has much to say about cyberspace and its environs.

In addition to bimonthly up-dates, he produces a newslet-ter, *The Online World Monitor*, that capsulizes those changes so readers can quickly zero in on the newest search methods or brand-new database offer-ings. Best of all, the book and newsletter can easily be searched.

De Presno may be an electronic-book guru, but he admits there is still room for the printed book. "Online books are a part of the future of publishing, but not the only thing. For many applications, paper is superior," he explains.

The Online World is avail-able in ASCII text on Compu-Serve in the file ONLINE.ZIP in any of these forums: the Tele-communications Forum (GO TELECOM), Library 14, "Inter-networking"; the IBM Commu-nications Forum (GO IBMCOM), Library 5, "Ask the Sysops"; the Internet Forum (GO INETFORUM), Library 1, "Gen-eral Information"; and the Euro-pean Forum (GO EURFORUM), Library 5, "Communications." The shareware registration fee is $15. Six updates cost $76, and a separate newsletter sub-scription is $25 annually.

FROM ADOBE TO ZEOS,
ALL YOU NEED TO KNOW BEFORE YOU BUY.

COMPUTER LIBRARY ONLINE.

Now you can get computer buying information right from your own computer.

CompuServe® members: Now when you're in the market for computer products, you can find the information you need with Computer Library Online. It's a trio of databases that puts a wealth of information on your desktop — articles, reviews, product specs and prices, plus technical support information about your hardware/software products.

Identify the products you need.

Make your buying decisions easier with *Computer Buyers' Guide*, a directory of over 75,000 computer products, from printers to word processors and spreadsheets, plus much more. It shows you the manufacturers' options, complete product specs, and company contact information for all products, and pricing from mail order and direct merchants.

Tap into what the experts say.

Computer Database Plus gives you instant access to over 350,000 computer-related articles from more than 200 major trade, professional and business magazines including *PC Magazine, PC Computing, Infoworld, PC Week* and more. You can even download articles including product reviews onto your PC. New items are added weekly to keep you up-to-date on latest developments.

Online support, too.

After buying your software, you can turn to the *Support on Site (SOS)* reference library for answers to your questions 24 hours a day. *SOS* is a comprehensive source of technical support information on 120 products from leading software companies, all organized in one quick search-and-retrieve program.

Computer Library Online is a must for all computer buyers.

And it's simple to access — just type GO COMPLIB from anywhere in CompuServe. Computer Library Online should be your first stop for all computer buying information. First time users: try *Computer Buyers' Guide* in September, and enjoy a $5 usage credit.

First-time users: Get a $5 credit! Just try Computer Buyers' Guide.

Check out Computer Library Online today!
TYPE GO COMPLIB.

COMPUTER LIBRARY ONLINE

by Michele D. Kinnamon

TUNED IN

Where to GO

All-Music Guide
GO ALLMUSIC

All-Music Guide Forum
GO AMGPOP

Amiga Arts Forum
GO AMIGAARTS

Collectibles Forum
GO COLLECT

IBM Systems/Utilities Forum
GO IBMSYS

Macintosh Entertainment Forum
GO MACFUN

MIDI/Music Forum
GO MIDIFORUM

Music/Arts Forum
GO MUSICARTS

Music Vendor Forum
GO MUSICVEN

RockNet
GO ROCK

Sight and Sound Forum
GO SSFORUM

▶ **Popular music's makers, sellers, and buyers riff online, looking for big breaks and good songs.**

Whom you know, what you know, and even *when* you know it mean everything in the music business. Still, in an industry that encompasses multiple related businesses, each depending on the success of the others, accessibility to information and to the players in this huge, multibillion-dollar game is often elusive.

But computer technology has sparked the founding of an ever expanding music colony on CompuServe, where the creators, marketers, and consumers of music converge to network, trade ideas, and learn from each other, to the benefit of all.

By including the name of his music-industry sourcebook, *Musician's Resource,* at the end of his forum messages, Music Vendor Forum member Bill Hibbler piques people's curiosity about the guide, geared to Houston, Austin, and, soon, Dallas, Texas. That led to his meeting Roch Parisien, an Ottawa, Ontario–based music writer, online. Parisien was compiling a similar directory for Ottawa, so they swapped ideas and eventually Hibbler hired Parisien to write a press release and marketing letter for *Musician's Resource.*

A former concert-tour manager for rock-band acts such as Humble Pie, Riot, and former Deep Purple bassist Glenn Hughes, Hibbler still likes to talk shop with other tour managers, but notes that once he got off the road, meeting them became more difficult. Until he got online. "I've met probably half a dozen tour managers during my year on CompuServe—more than I'd met during the previous 15 years," he says.

Carl Caprioglio, president of Oglio Records in Redondo Beach, California, browses messages in the Music Vendor Forum to assist others looking for music-business information. But Caprioglio, whose label specializes in reissues of new-wave music from the early '80s, benefited when he saw a thread involving a record producer whose work he admires. "I sent him a message asking if he would be interested in answering some legal questions about licensing. We ended up talking online and later arranged a meeting—we struck a deal to license two songs he owns for an album I released in June," he says.

Just about anyone can benefit from online contacts; having the right ones can make the difference between booming or bombing. Music-biz novices looking for the voice of experience have often found artist manager John McDonald's advice valuable. "I've been asked all the usual questions online: How do I get noticed? How do I get a record deal? How do I find an agent or manager? The fact is, there is no single answer to any of those questions other than to do whatever it takes and not to do what everyone else is doing," he says.

Although McDonald, president of Miami-based MBA Management, a recording-artist management company, doesn't actively solicit demo tapes online, he has listened to many from acts he's communicated with. But so far he hasn't found any new clients in cyberspace. "That's not a reflection of the quality of the tapes. I usually listen to hun-

Michele D. Kinnamon has collected music and kept up with the music business since 1970. She is an assistant editor of CompuServe Magazine, and her User ID number is 75300,444.

DAVID DIAZ

dreds of tapes before becoming interested in one," he says. Instead, he continues to proffer advice on breaking into the biz. "Being good is not enough in the music business these days. 'Great' and 'incredible' are what I look for. If a work or a band can't stand up against the best that's out there, it probably doesn't stand a chance."

By replying to a message in the Music Vendor Forum, Joe Slota's band, Ground Floor, landed the biggest gig of its fledgling career. Organizers of Bike New York's Great 5-Boro Bike Tour were online seeking bands to play their post-event Festival on Staten Island in May. Slota submitted the requisite

tape for consideration and soon learned that Ground Floor had been chosen to play to the expected crowd of 28,000. Until then, the band's biggest shows had been opening for singers Aimee Mann and Michael McDermott, and playing showcase gigs at the famed Stone Pony in Asbury Park, New Jersey, for crowds of 250 to 300 people. "It was one of the most exciting shows the band has played. We even met some people who are interested in pursuing other events with us," Slota says.

Songwriters are also finding that online connections can help further their careers. Songwriter and producer John Palermo

checked into the Music/Arts Forum's Section 13, "Music Industry," to find new ways to get his music to the right people at the right time. Although he placed many songs on his own, without the aid of a "song plugger" or publisher, he felt that someone well connected in the recording industry could help him go further, faster.

"Right away I heard from Myles Wareham at Capitol Records, whom I stay in touch with," says Palermo, whose songs have been recorded by rock and rhythm-and-blues acts such as Graham Nash, Desiree Coleman, George Lamond, Menudo, and Rumorz. "I also received valuable informa-

Music Videos With More

Here's a new twist on the old one-page-bio, black-and-white 8"x10" glossy-photo press kit. Multimedia press kits are here: interactive presentations that combine text, sound, graphics, and still and moving images. Now you can hear artists' music, read about their careers, and see them in action—all on your computer screen.

One self-proclaimed "online marketeer," David Coleman of Atlanta, Georgia, has created a number of multimedia presentations for musical acts such as Toni Braxton, Meatloaf, Cheap Trick, and UB40 to show their recording companies the capabilities of this medium and to generate future business. One of his presentations, for Geffen Records artists Counting Crows, won the recent Geffen Multimedia Contest, held in the Music Vendor Forum.

Coleman's productions are available for downloading from Library 1, "General Information," of the Music Vendor Forum. To find Coleman's work and other multimedia press kits online, search forum libraries using the keyword MULTIMEDIA.

—MDK

tion about ways to shop my material, the hardest part of songwriting." From discussions with Music/Arts Forum members, Palermo discovered *Taxi,* a newsletter that solicits songs based on "want lists" provided by producers, managers, and record-company A&R (artist and repertoire) executives. Palermo says he has also met other songwriters online with whom he might collaborate. "I've never co-written with anyone without first meeting him in person, but it could be interesting," he says.

In the fiercely competitive music industry, it's not enough merely to create music and hope for the big break, however. Unsigned acts just starting out and bands on small, independent record labels do whatever they can to get attention, mostly by playing lots of shows and finding new and ingenious ways to promote themselves.

It can be as simple as posting a message describing a band and where it's playing, as Paul Rogers of Those Darn Accordions did to announce its show at the South by Southwest Music and Media Conference; starting a message thread to generate interest, as the Loud Family's Zachary Smith did to alert fans to its 1993 Alias Records release, *Plants and Birds and Rocks and Things;* or offering a demo tape or CD to members online in exchange for honest feedback, as Doug Sandlin did for his friend's band Five-Eyed Spy. Some groups pull out all the stops and create multimedia presentations, such as those uploaded to RockNet by Bradley Hanson for his band Judgement of Paris's CD *Signal* (Library 10, "RaveNet," SIGNAL.ZIP), or the full-color "magazine" uploaded by Paul Sebastien for his technodance combo, Psykosonik (Library 10, KRANKE.SEA).

Drew Miller, bassist for the Minneapolis-based Boiled in Lead, spreads the word online about his band's "country music from many countries" by posting its concert dates in RockNet and by printing his CompuServe User ID number on all its mailed correspondence and on the liner card of its latest CD, *Antler Dance.* Over 11 years and five records, Boiled in Lead's guitar, bass, drums, and fiddle treatments of Appalachian, Eastern European, Irish, and Middle Eastern traditional music—described by Miller as "punk folk" and "ethnic thrash"—have attracted a loyal, specialized audience. Miller says being online allows communication with fans and helps to cut promotion costs. "We get a big response from fans online. I maintain a postal mailing list of more than 5,000 people, but I can't afford to mail to all of them when the band is on tour. Being able to post tour dates online is really helpful." He also uploads a mail-order catalog for his label, Omnium Records, in the Collectibles Forum (Library 14, "Music Collectibles," DSP2E.TXT).

"Indie" or independent record labels release records by both upstarts and established acts, and embody the do-it-yourself ethic. Defined as record companies not owned or distributed by one of the Big 6 companies (Sony/Columbia; Capitol/EMI; Bertelsmann Music Group (BMG)/RCA; Time Warner/Elektra/Atlantic; Matsushita/MCA; and PolyGram/Mercury/London), and with much lower overall budgets than the Big 6, indie labels frequently rely on college and public radio stations for airplay, and on specialized publications, such as fanzines, or word of mouth for publicity. Indies also have long taken advantage of the online connection.

Some indie labels, such as Jared Hoffman's Instinct Records, which specializes in various forms of techno dance music, and Twitch Records, which also sells varying styles of electronic dance music, upload their mail-order catalogs and post messages about their new releases in RockNet's Section 10, "RaveNet." The Music Vendor Forum also has Section 13, "Indies."

San Francisco–based Racer Records opened its own Section and Library 13 in RockNet in early 1993 to promote owner Kristi Wachter's roster of six mostly rock-oriented artists. Wachter offered a free CD sampler of her bands to anyone who requested it and has since uploaded sound files and band information to the Racer library.

To celebrate the release of *Guru,* by Racer band Big Umbrella, in April, Wachter hosted the first known "virtual record-release party" live at the Club Lingerie in Los Angeles while simultaneously reporting on the proceedings in a live Music Vendor Forum conference. "I actually paid for the club to put in a phone line," she says. Racer Records also occupies Section and Library 7 in the Music Vendor Forum.

Having direct contact with music fans is

FEATURE

Worth the Money? Check the Ultimate CD Buyer's Reference

Wouldn't it be wonderful if there were an online resource that could help you sort through the myriad of choices that greet you when perusing your local music store? With the advent of compact discs in the '80s, record companies have been scrambling to repackage music from their vaults on CD, resulting in a steady stream of reissues. Add to that the hundreds of new releases issued each week, many of them by still-unfamiliar artists (GWAR? Bjork? Luna?), and it's difficult to decide which recordings are worth your hard-earned disposable income.

That's where the All-Music Guide comes in. This database seeks to catalog, review, and recommend all genres of recorded music and serve as a buyer's guide to both in- and out-of-print recordings. Want to know if a certain CD is worth plunking down $14.98 for? Read what the All-Music Guide says about it.

The 200,000 database entries are searchable by artist, title, personnel, song title, rating, and genre. Albums are rated, tracks and personnel are listed, and release dates, chart information, and short reviews are included. The database also includes bios of artists and reviewers, information about music publications and record companies, and weekly listings of top albums from key industry sources. It is especially helpful to fans seeking to expand their music knowledge as well as their record collections. The guide's rating system identifies an artist's best work, and the artist biographies provide listings of roots and influences and related artists. The guide serves as a great resource for music consumers, and is invaluable for music writers and musicologists.

The All-Music Guide was originally published as a 1,200-page book of the same name. But creator and musician–turned–computer programmer Michael Erlewine realized that with recordings being constantly released, the guide was outdated as soon as it was published. His solution? Upload the complete All-Music Guide to CompuServe as a database and enlist members' help in a massive volunteer "fix-it" effort to compile the most comprehensive guide to recorded music ever attempted.

Although Erlewine has harnessed the expertise of 10 full-time staffers and a group of 200 freelance music experts, including contributors to such publications as *Rolling Stone*, *CD Review*, and *Down Beat*, it's inevitable that some information will be missing. So Erlewine invites anyone who uses the database to supply information about missing titles and artists and to identify any factual errors. He calls this method "interactive data cleaning."

"Being a reformed hippie, I believe in information cooperatives," he says. "With many people reading the same data, there is a better chance that errors will be spotted and reported. So far we have received many corrections, additions, and reviews. Interactive data cleaning really works."

Members can post corrections and additions in the separate All-Music Guide Forum, which has message sections for 15 musical categories, ranging from alternative rock to zydeco. If, for instance, you see that the guide omits an obscure title by space rockers Hawkwind, post a message naming the missing title in Section 7, "Add to Rock & Pop." The additions and corrections are incorporated monthly into the main database. The forum libraries feature album and concert reviews uploaded by members, tour itineraries, and bibliographies.

The All-Music Guide projects originated when Erlewine, who is also president of Matrix Software in Big Rapids, Michigan, felt ripped off when purchasing CD reissues of the blues, folk, and rock albums that inspired him to play music. "I got stung over and over with bad recordings, bad reissues, and recordings with the original artists but not the original sessions. I decided there must be a better way."

Finding many of the existing guides to recorded music incomplete, Erlewine began using his old music-business contacts to get the advice of critics and other experts about the discs he was interested in. Over the course of several years the voluminous information he compiled eventually turned into the *All-Music Guide*, the book. "A natural compiler all my life, I couldn't help but try to get information on all types of music," says Erlewine. "At some point I realized that I must not be the only one who needed this information."

Erlewine readily acknowledges that the All-Music Guide is a work in progress. Future plans include linking the guide with an online point-of-sales system so members can order CDs while browsing the database, and the addition of a similar database for movies and videos. "I want this to become a standard reference and have people pitch in to make it better and more useful," says Erlewine. "The idea of getting information about music out there to people who can use it makes me very happy."

—Dan Kening

---

an important aspect of being online for Wachter, and so is getting her artists heard. "It's difficult for a small label like Racer to get radio airplay. By posting sound files, people who live in areas where Racer artists aren't played can still hear what my bands sound like," she says, recalling the two fans from Germany and England who requested her sampler online and later ordered other CDs.

"Music fans are always looking for new stuff. They feel, rightly, that they don't get to hear everything. Being able to download sound files is one small way to satisfy that desire," she says.

Justice Records president Randall Jamail took a different approach in promoting his Houston, Texas–based label online. "We learned from research that fewer adults aged 35 and over go to record stores. The reasons for that vary from a belief that the store doesn't carry the product they want to the kind of salespeople working in the store. We needed to look for ways to reach this adult audience that would allow us to exploit the kinds of music we were doing," he says.

Justice opened its store in The Electronic Mall not only to provide online ordering of Justice records, but also to provide free catalogs, biographies, tour schedules, and new-release listings for Justice acts, which include jazz, country, rock, blues, children's music, and the latest record from country-music legend Willie Nelson, *Moonlight Becomes You*. "Consumers are becoming more interactive. They want to talk to us via e-mail, which allows for a higher degree of communication between the record label and the consumer," says Jamail.

Party in Your PC: Tunes That Are Totally MOD

You sit at your desktop, run a few mouse clicks or keystrokes, and suddenly the speaker (or, for those riding a monster multimedia setup, the *room*) comes alive with the pulse of an industrial dance beat, then soothing jazz riffs, then something vaguely reminiscent of a film's chase-scene score. It sounds great, but you don't even *have* a CD-ROM player yet, and wouldn't know a MIDI hookup if one came up and slapped you. So what is it that's turning your computer into a radio station with no disc jockey, a stereo with no discs?

Owners of Macintosh, DOS, and Windows machines are discovering this digital-sound format that Amiga users have played with for years: the MOD. Born of the now defunct computer known for its built-in sound and video capabilities (added long before other makers realized they were desirable), MODs are 8-bit music files composed of four to 32 separate tracks created with programs called trackers. They're reproduced with any of a variety of MOD players available online. "What is so wonderful is that you don't need any special equipment to play MODs, only a sound card," says Andrey Zmievskiy, a Nebraska student originally from Uzbekistan who collects song files and fashions his own using a MOD editor and sound samples.

MODs aren't straight-out wave-form recordings, which require a tremendous quantity of storage space (something Amigas traditionally lacked); rather, they borrow heavily from the MIDI standard, notes Tom Olsen, creator of the shareware player UltiMOD for Windows. "Every MOD contains tables which describe the sequence and pitch of notes, as well as any special effects, arpeggios, tempo changes, and so on," he says. "That's essentially MIDI, but MOD goes one step further—it includes digitized samples for each instrument that will be played in the song, such as the bang of a drum or the plink of a piano, recorded in a single pitch." Emphasizes Jeff King, a 16-year-old MOD author from Alberta, Canada, "You can sample *anything*, even human voice, and use it as an instrument."

A MOD file then creates any note for that instrument by altering the tempo within the sequencing information. The byte-saving result: a 100–150K MOD holding enough data to play a five-minute tune, and "absolute precision" in reproduction regardless of what platform you're on. By comparison, "MIDI files can sound rather lame when you move them from platform to platform," says Olsen.

MOD players generally require so little in the way of operating-system resources that many CompuServers run them in the background. "Every time I chat online using WinCIM, I'm usually playing MOD files at the same time," says CBer Mark Headrick.

Where do MODs come from? Online, try the Sight and Sound Forum's Library 9, "Sound Card Library," the MIDI/Music Forum's Library 15, "Sound Card Files," and especially the Amiga Arts Forum's Library 5, "MODs/DMCs," where sysop Steve Ahlstrom regularly uploads the very best culled from a variety of sources: BBSs, the Internet, and the increasing number of CD-ROM MOD collections. "To my knowledge, all the MODs are original works," he says.

But by whom? If you browse the upload descriptions, MOD authors have a penchant for cryptic pseudonyms: Bee Hunter of Jazz, Twins of Phenomena, Otis of Perseus, Lizard, Moby, Meistro. Even young King prefers the handle "Akolade." Ahlstrom explains: "Teenagers and young adults, especially in Europe, tend to get together in loosely knit clubs and create the MODs. They hold parties many times during the year, where the groups—with names like Jazz, Lemon, and Perseus—have competitions."

But these parties aren't some three-hour living-room bash: the digital-music scene has paralleled the Amiga's enormous popularity in Europe, especially the Netherlands, and the annual conclaves, with names such as Assembly and the Gathering, can occupy big venues such as schools and ice-hockey rinks for several days of sleepless MOD programming. "A number of MOD artists have moved on to making 'real' music, producing their own CDs or joining a techno band," notes Timo Tapio Vehmaa, a student at the Helsinki University of Technology and member of the MOD-making group TRSI. But most authors are musician wannabes, engaging in "cooperative composing" with one another over the Internet and hanging in this cyberspace scene.

Says Daniel Falk, alias "Leinad of Avalanche," a graduate of Sweden's University of Jonkoping who "can't play keyboards very well," "Nobody cares whether you can read a partitur. Your music is spread all over the world—I've gotten e-mail from people in Brazil and Russia—and it's interesting to see how far you can stretch your musical inclinations with a four-channel track made up of 8-bit samples. It's a challenge."

MOD players and editors are available in the Sight and Sound Forum's Library 8, "IBM/MS-DOS Files," the Macintosh Entertainment Forum's Library 11, "Music," and the Amiga Arts Forum's Library 7, "Audio/MIDI Utils." PC users may need a de-archiving utility for compressed Amiga LHA files (check the IBM Systems/Utilities Forum for programs); Mac users need one as well, plus a file-type changer (two utilities that do this, MacLHA and Hax, are available in the Macintosh Entertainment Forum's Library 6, "Sound Utilities," as MODCNV.SIT [201,088 bytes]).

—Christopher J. Galvin

Now that the opportunities afforded by being online are becoming more apparent, major record companies are establishing a presence. "We felt it was important to provide not only information about our records and artists but also something that has never been available before: a direct link to people who buy our records," says Andre Knecht, U.S. national singles sales director for Warner Bros. Records and one of the Warner staffers who answer questions in Section 2, "Warner Bros.," in the Music Vendor Forum.

In addition to providing the most sought-after information about their artists, such as concert dates, biographies, GIFs, and sound files, Warner and the other record companies online—Geffen Records, RCA Records, Arista Records, and PolyGram—hold live online conferences with their artists and frequently sponsor contests and CD give-aways.

But it's the two-way communication offered by the online medium that allows both sides to benefit: members have the opportunity to ask questions about a label's acts, and the record companies receive valuable feedback directly from consumers. "We take the messages from members very seriously," Knecht says. For instance, Warner staffers noticed a long message thread among members discussing certain older Neil Young records that weren't yet available on CD. Young's manager, Elliot Roberts, agreed that if consumers wanted those records on CD, they should be issued. "Since there was so much enthusi-

asm, we went ahead with it," says Knecht.

Although labels obviously can't take similar action on every request they receive, every reissue request is forwarded to the appropriate department in the company. "Every vote counts," says Knecht.

Robert von Goeben, graphic-arts manager for Geffen Records in Los Angeles, says, "Our biggest goal online is to give people the information they want. Everything we do is music- and artist-driven." Von Goeben, who had been a CompuServe member for about five years, saw the potential of being online and took the idea to his bosses at Geffen. Although the concept of being online was new to them, they told him to give it a whirl. Von Goeben and marketing staffer Linc Wheeler are the company's liaisons in the forum, and take active roles in responding to members' questions about such Geffen and DGC (David Geffen Company) artists as Sonic Youth, Ted Hawkins, Aerosmith, Judy Collins, Rickie Lee Jones, and Counting Crows.

Geffen also sponsors numerous give-aways and contests. One contest, to design a multimedia presentation for a Geffen artist, was devised to stimulate discussion about multimedia and to expose people to the possibilities of the medium. Music Vendor Forum member David Coleman of Atlanta, Georgia, won $750 for his presentation for Counting Crows. (See "Music Videos With More," on p. 12.)

PolyGram, one of the most recent Music Vendor Forum additions, encompasses such

Chats with concert managers via modem: Hibbler
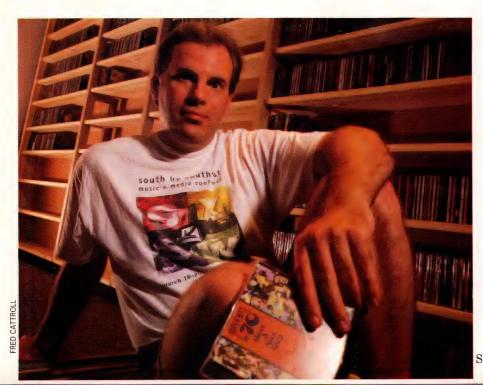
Sparked Geffen's online presence: Von Goeben

affiliated labels as Motown, A&M, Island, and PolyGram Classics and Jazz (which incorporates the distinguished Verve label). Tracy Scarlato, manager of market research for PolyGram Groups Distribution, says being online offers a chance to promote the label's artists without the obvious hard sell. "People have heard the hype so many times. Instead of us saying, 'Hey, get this album because it's so cool,' they can download sound files and judge for themselves if they want to purchase it."

Some record companies, however, prefer to maintain a low profile online. Steve Kleinberg, vice president of marketing for EastWest Records, a subsidiary of Atlantic Records, hired a freelance forum surfer to post information about EastWest bands and later check back to see if they generate any threads or questions. If so, he then responds. "It's too labor-intensive for anyone here at the label to do," Kleinberg says.

Kleinberg sees a lot of possibilities for record companies online. "This might be the way to staff an A&R department in the future. Everyone who is online would be a talent scout and companies could start accepting demo tapes from unsigned artists that way," he says. But for now, lack of time is a factor. "If I received a hundred tapes, I

Music columnist reaches audience in RockNet, Music Vendor Forum: Parisien

would feel responsible for giving those hundred people my feedback. Unfortunately, I don't have time to do that."

Fans ultimately fuel the music-biz machinery, and inherent in the nature of fandom is wanting to meet others and trade information with them. Former *Rolling Stone* and *Creem* magazine writer Ed Ward thinks the immediacy of the online medium is the main attraction for music lovers. "People have a need to be in the know, and being connected online just makes it easier. Plus, with the lack of a pop-music consensus these days, fans feel like islands. It's easy to find people of a similar bent online," he says.

Music fans who frequent the Music/Arts Forum, RockNet, and other music-oriented forums converge to talk about performers, new bands and artists, record and CD releases, news and gossip, concerts, magazine articles, videos, television appearances, and, ultimately, why it all matters to them.

"If you're passionate about music, it's like a religious conversion. The first thing you want to do is tell people about it," says Bill Nutt, a RockNet regular and host of *Nutt House,* a weekly radio show on WNTI at Centenary College in Hackettstown, New Jersey.

"One of the reasons so many messages say 'I love this band! Don't you?' is that common musical interests are one of the few remaining sources of shared delight," says Racer's Wachter. "When you're a kid, you can still be in awe at how cool something is, but when you get older it's sometimes considered unhip to convey that delight. You forget about ever having it. But with music, that feeling is still there."

Finding others who share musical tastes, particularly if they don't fit the mainstream, is a major reason music fans go online. Kathy Shine of Framingham, Massachusetts, logged on to RockNet to talk about the work of the late-'80s underground band the Replacements and its now solo singer-songwriter-guitarist, Paul Westerberg. "In the mid-'80s there were a lot of soulless rock bands. The Replacements were sloppy and screwed up, but had underlying depth, heartfelt emotion, and complexity," she says, explaining why the band inspires such loyalty among its fans. "I was a pretty levelheaded fan until I met people online who felt the same way I do. They got me interested in trading and collecting promotional CDs, magazine articles, and other stuff that I never would have known about otherwise," she says.

Shine met Sharon Haugen of tiny, remote Sunburst, Montana, in RockNet, and the two have since sparked numerous forum discussions about the group and traded a myriad of hard-to-find Replacements/Westerberg goods.

CHRIS BENKERT

Bassist cuts promotion costs by uploading concert dates: Miller

Haugen, for whom the closest record store is an hour away in Lethbridge, Alberta, receives the Canadian music channel Much Music via satellite dish, an advantage that allows her to share video clips and interviews with fans in the United States who don't have access to Much Music.

Jazz fans in the Music/Arts Forum's Section 4, "Jazz/Big Bands," find section leader Les Line's expert knowledge invaluable. Line, who has collected jazz recordings since he was in high school in the late 1940s, is often asked for advice on the myriad subgenres of jazz and on which records to buy.

"A lot of people discover jazz after being turned on to light jazz such as Kenny G or the Yellowjackets. They might become disenchanted and want to delve deeper into the roots of jazz and the work of greats such as Dizzy Gillespie and John Coltrane," he says.

Line's self-described "trap-door brain" for trivia helped forum member Denis Farley's Miami landlord, Ed Stack, obtain a hard-to-find piece of sheet music. Stack, a musician, was looking for the music to the song "Key Largo," but not the title song to the classic Bogart/Bacall film. Line knew its composer was famed alto saxophonist and bandleader Benny Carter and told Stack that Carter's compositions are credited to Bee Cee Music. After obtaining a phone number, Stack called Bee Cee Music in Hollywood and talked to Carter himself, who sent him an autographed copy of the sheet music.

Fans also gather online in times of crisis. In April, when news started to emerge from Seattle, Washington, that Nirvana singer-songwriter Kurt Cobain had committed suicide, fans logged on, hoping in vain that it was just a rumor. "In RockNet, fans were expressing all sorts of emotions, from sadness to extreme anger," says Kimberly Stark of Greenbelt, Maryland. "In contrast, when John Lennon was killed, there were no PCs

DAVID KANPFNER

Buzzcocks singer-songwriter discovered fans in the RockNet Forum: Shelley

Tracking Wax: A Hobby Measured in RPMs

Collecting records—from the old cylinder-style releases to today's compact discs—is a popular and potentially lucrative hobby for music lovers. Most zero in on a favorite era and comb garage sales, flea markets, auctions, record conventions, record-store cut-out bins, and *Goldmine* magazine listings. Now, too, for that rare nugget of gold, there's CompuServe's Section 14, "Music Collectibles," of the Collectibles Forum.

What's hot among collectors? "The most popular area is in the CD-reissue field," says Bonni J. Miller, managing editor of *Goldmine*, an international biweekly that lists records and CDs for sale and trade. "Collectors are now able to purchase music that would otherwise be so rare as to be completely out of their price range. For music lovers, this is very exciting."

Serious collectors quickly amass thousands of records and CDs, and though few are in it to make money, their collections nonetheless still increase in value. "Music Collectibles" section leader Carolyn Andre, from Chicago, Illinois, says she collects all types of records, from old cylinders and 78s to Irish traditional and '60s surf music—all for simple enjoyment. "The music moved me in some way at some point in time, and I want to maintain that contact," she explains.

W. Don McIntyre of Friend, Nebraska, also collects old 78s for pleasure, and while he won't retire on the profits, the Jimmie Rodgers, Tex Ritter, Johnny Bond, Patty Montana, and Hank Williams Sr. records he bought for $1 a few years ago in garage sales are now worth between $2 and $20.
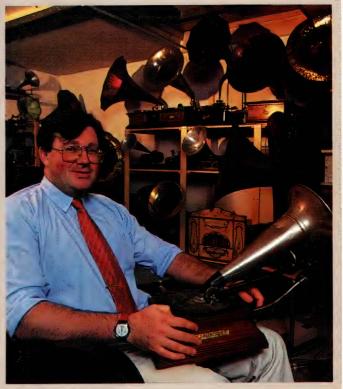
Still, there's more to record collecting than the profits. "There is a spiritual dimension to the music. I collect for the music," admits Matt Morgan of Fremantle, Western Australia, who boasts a collection of 1,300 singles and 400 albums of rhythm-and-blues music, primarily doo-wop, with a little rockabilly and rock 'n' roll as well. Adding to his collection is a mission, he says, which is difficult given that he lives in the wilds of Australia. In addition to many mail-order purchases, Morgan makes annual pilgrimages to London and New York to comb record stores. On a trip to New York in February he purchased 400 singles and 120 albums.

Record collecting can be an expensive pastime. While many old records are inexpensive, at under $10, some command as much as $800 or even several thousand—and that's if you know what you're doing. Novices are pushovers for paying too much.

Mike Moran of Basel, Switzerland, who collects old phonographs and gramophones, says the learning curve is steep because there is so little documentation on the hobby, but the "Music Collectibles" section is changing this. It offers a chance to meet other collectors and exchange information unavailable elsewhere. "The value is being able to learn and avoid potential mistakes," Moran says.

Participating in the section has become part of the hobby, just like listening to records, attending shows, and buying at auctions,

Collector says forum makes up for lack of printed advice: Moran

says David Giovannoni of Derwood, Maryland, who collects cylinder records and phonographs. "People want to learn a little more about some records they found at a garage sale or the Victrola they found in Grandma's attic," he says.

Electronic buying, selling, and trading of music collectibles has become the latest way to make great finds. John S. Beardall of Vienna, Virginia, credits starting his collection of Hi-Lo's records to CompuServe. Unable to find any recordings by this '50s singing group, he left a message in the "Music Collectibles" section. A member in Florida responded, and a collection was born.

But most of all, the online resources provide knowledge through the shared experiences and wisdom of collectors worldwide. Says Morgan, "Collectors have a great love for music and want to share their passion and interest with others. This is the great benefit of CompuServe."

—Cathryn Conroy

---

to speak of or online forums where rock fans could speak their minds. When a tragedy like this happens, fans now have a place to vent their emotions in a healthy way," she says. One Seattle RockNet member who attended Cobain's public memorial service posted a message describing the ceremony the day afterward for the majority of online fans who couldn't attend.

Fans of the influential British pop/punk band Buzzcocks were surprised to see the band's singer-songwriter, Pete Shelley, among those discussing Cobain's death. But the London-based Shelley, who logged on initially to get more news about the incident, was even more surprised at the number of responses he received from Buzzcocks' fans. "I didn't think anyone would know who I was," says Shelley, who signed on using his real name. "It was like going to a bar or club and talking to everyone there. I felt that I was interacting with real people coming to terms with a loss," he says.

Not only can fans trade information with one another, they can read columns by online music journalists and find news about specific musical events and offerings in forum libraries. Two music columns appear weekly both in RockNet and in the Music Vendor

FEATURE

Forum's Library 6, "Music News": "Pause and Play," a syndicated column by Gerry Galipault that features interviews with new and established acts of all musical genres, recommended picks, and moments in rock history; and "Roch on Music" by Roch Parisien, a new-release review column focusing on rock, pop, and alternative, but also touching on country, blues, and folk/acoustic. Detroit *Metro Times* music columnist Lex Kuhne also uploads his weekly column, "Word of Mouth," which chronicles the Detroit music scene, to Library 6.

While getting online is a valuable way to make contacts, in-person gatherings are still a great way to cement alliances. Music-

Majoring in Music, Virtually

While there's no substitute for a music teacher, computers are an excellent supplement to traditional instrumental lessons. Software can help perfect pitch, master music theory, and improve sight reading, while online instruction offers answers to questions and encouragement on those days when all notes seem flat.

"Learning a musical instrument requires studying much that is common to all musical instruments: notation, rhythm, meter, pitch, terminology—the fundamentals," says Jim Smitherman, a piano teacher who has been playing the instrument for 33 years. It also requires a knowledge of music theory, an understanding of how music works. It is in these areas that software offers the most to musicians.

Although Welmoed Sisson of Germantown, Maryland, took piano lessons as a child, she had forgotten most of what she learned. Now the mother of two, she took up piano lessons again several years ago and supplements them with software instruction, using Music Mentor from Midisoft Corp., software for music reading and composition, and NotePlay from Ibis Software, a musical-note reading game.

"I'm trying to get a handle on music theory, and that's where the computer's greatest strength lies," she explains. "These programs have helped me understand the 'why' of music, rather than the 'how.'" A member of the Music/Arts Forum, Sisson now has aspirations to become a music-theory teacher.

Fascinated with the possibility of online instruction, Smitherman began the Virtual Music School in Section 12, "Learning/Playing," of the Music/Arts Forum. Students sign up to take part in online discussions of music concepts. The school is especially suited to the detailed study and analysis of specific

Makes music study an electronic experience with the Virtual Music School: Smitherman

musical works. For example, a recent class focused on Brahms.

Students can learn online what they would normally master from a music teacher. Jon Harrington of Coventry, United Kingdom, mainly a self-taught musician who plays the harmonica, guitar, and piano, wanted to add some left-handed chords to his piano repertoire. What was easy on the guitar was a little trickier on the piano, so he asked for help with left-handed rhythm chords—not from a teacher sitting by his side, but from other pianists in the Music/Arts Forum. Through the online discussion, Harrington learned several techniques that soon got both hands playing the keys.

The forum is also a source of encouragement, which is valuable for adults learning to play an instrument. "If a music student needs support, it's found among us. We know the agonies and the ecstasies," says Section 12 leader Carolyn Hanson Mayer.

"It can be an intimidating and frustrating experience for an adult who learns to play an instrument and the foreign language of music," says forum member Mark Greenberg, president and CEO of Greenberg Construction Corp. in Miami, Florida. At 45, he started learning classical acoustic piano. Studying with a concert pianist, Greenberg credits his motivation to practice every day to the encouragement and assistance he has found online.

—CC

industry conferences are prime networking arenas for musicians, artist managers, record-company representatives, journalists, booking agents, and other music professionals. "One of the main things we do as a conference is create an environment for people to find new friends and develop new relationships," says Roland Swenson, managing director of the South by Southwest Music and Media Conference, held every March for the past eight years in Austin, Texas. "That works hand in hand with what CompuServe does."

South by Southwest opened its own Section 8 in the Music Vendor Forum in Febru-

ary, becoming the first online music-industry conference. Its managers wanted to interact with attendees and provide information that until then had been sent by fax and postal mail. Section leader Erin McArthur uploaded hotel, airline, and car-rental information, plus registration and other pertinent bits of Austin info, to the forum library and served as the official liaison between forum members and the conference. Members could download band listings and performance schedules, panelists and panel descriptions, by far the most crucial information, in advance; other attendees weren't privy to it until they arrived in Austin.

Regardless of what area of the music business they're involved in, inhabitants of the CompuServe music colonies are still, basically, fans. And online they've found comrades, each with his or her own particular style of fandom. Bill Nutt sums up why music remains important to them: "When you're growing up you're exposed to music, but at some point you make a decision whether you're going to follow it for the rest of your life. I decided early on that music would be a big part of my life. It heartens me to have found a place where people feel the same way."

A Tour of CompuServe's Music Offerings

Make the Music Hall℠ (GO MUSIC) your first stop when looking for music-related offerings online. The Music Hall provides direct access to forums, databases, Electronic Mall merchants, contests, and promotions. In the following areas, you can discuss music with other in-the-know fans and music-industry insiders, get information about your favorite artists and recordings, or learn more about computer-generated music. (For other music-related forums, use the "Find" command with the keyword MUSIC.)

All-Music Guide
(GO ALLMUSIC)
Searchable database of artist biographies, albums, ratings, reviews, resource information, and more. Members can make additions or corrections to existing reviews or create new entries by posting a message in the companion All-Music Guide Forum.

All-Music Guide Forum
(GO AMGPOP)
Get help or post reviews for the All-Music Guide database for genres including blues, gospel, rap, reggae, rock, and zydeco. Libraries contain artist biographies, resource listings, help files, and more.

Consumer Electronics Forum
(GO CEFORUM)
Includes Section 5, "Audio Software," for discussion of new music releases on compact disc, vinyl, and cassette. Section leader Steve Schechter contributes a list of current and upcoming releases every week.

Entertainment Drive Forum
(GO EDRIVE)
Discuss the latest news with music-industry insiders and other members in Section 10, "Music & Videos." Also, visit Section 11, "Theater Row," for discussion of musical theater.

MIDI/Music Forum
(GO MIDIFORUM)
For assistance in using Musical Instrument Digital Interface, a method of communication for synthesizers, samplers, and other electronic equipment. Message sections and libraries cover equipment, platforms, composing, editing, recording, audio, sound cards, and more.

MIDI Vendor Forums
MIDI product vendors, such as Roland Corp., offer support in the MIDI A Vendor Forum (GO MIDIAVEN), MIDI B Vendor Forum (GO MIDIBVEN), and MIDI C Vendor Forum (GO MIDICVEN).

The Mall's Music Department

CompuServe members can order compact discs, cassettes, videos, and magazines through merchants in The Electronic Mall (GO MALL):

BBC Music Magazine (GO BBCM)—Subscribe to this monthly classical-music magazine and order CDs the publication reviews. Each issue comes with an exclusive compact disc featuring a full-length work.

BMG Music Service (GO BMG)—Join the BMG compact-disc club and take advantage of special monthly offers, shop the online catalog, order a print catalog, and leave messages for company staff.

Columbia House (GO FREECD)—Sign up online for the Columbia House Music Club, get answers to questions about membership, and see a list of available titles.

Critics Choice Video (GO CCV)—The Critics Choice Video catalog offers musicals in addition to classic movies, drama, adventures, comedy, instruction, children's selections, and hard-to-find titles. Shop the CCV online catalog, find out more about the company, request a free catalog, or contact the customer-service desk.

Justice Records (GO JR)—Justice Records carries jazz, blues, acoustic rock, children's, rockabilly, and western swing. Shop the Justice Records store, request a free catalog, see a list of Justice artists and tour schedules, find out about upcoming releases, or leave a message for Justice staff.

Narada Productions (GO NARADA)—Narada is an adult-alternative/New Age label. Shop Narada's online catalog, request a free catalog, see a list of Narada artists on tour, take advantage of monthly specials, and contact the Narada Music Line or the customer-service desk.

New Country Music (GO COUNTRY)—Subscribe to *New Country Music* magazine, order CDs or cassettes reviewed in the publication, and take advantage of special offers for merchandise, such as T-shirts, posters, and other paraphernalia.

Rock Video Monthly (GO ROCKVID)—Receive a monthly video of 10 music hits, featuring artists from your favorite music category: pop, country, alternative rock, heavy metal, or rap. You'll also receive discount coupons for CDs and cassettes each month.

Music/Arts Forum
(GO MUSICARTS)
Exchange opinions about all types of music. Message sections and library topics include classical, blues, pop/rock, shows and soundtracks, country and folk, techno, adult alternative, learning and playing, the music industry, opera, and more. Also, buy, sell, or trade music-related wares in Library 16, "Buy/Sell/Swap."

Music Vendor Forum
(GO MUSICVEN)
Interact with representatives from Geffen Records, Arista Records, PolyGram, RCA Records, the South by Southwest Music and Media Conference, Gibson Guitars, Warner Bros. Records, and reps from various indie labels. Representatives answer questions and upload files containing tour schedules, artist information, sound clips, and more. Also, download music news, columns, and weekly reviews from Library 6, "Music News."

RockNet Forum
(GO ROCKNET)
Message sections and library topics include rock music, new music, vintage rock, reviews, rock film and video, the Grateful Dead, heavy metal, unsigned bands, and more.
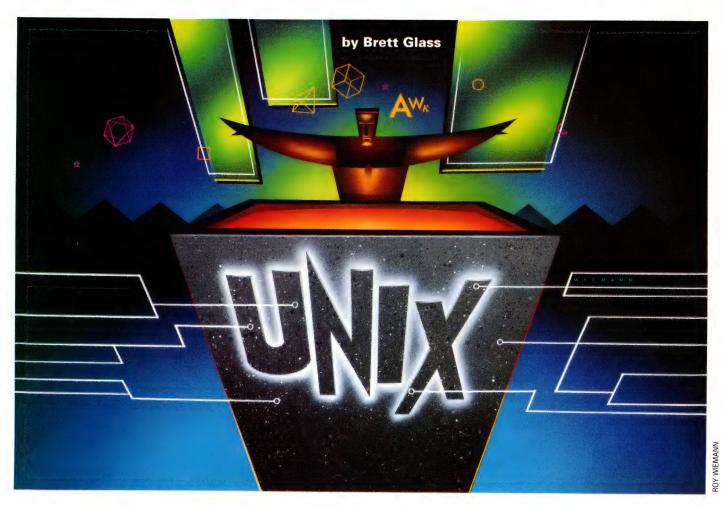
ShowBiz Forum
(GO SHOWBIZ)
Music-related discussions and files can be found in Section and Library 10, "Radio/Music." Exchange opinions about movie music in Sections 2, "New/Recent Films," and 3, "Older/Classic Films." Film-music composers meet in Section 12, "TV/Filmmaking."

Sight and Sound Forum
(GO SSFORUM)
Find out more about computer images accompanied by sound and music. Message sections and library topics cover sampling, digital sound, sound clips, graphics, GIF, MIDI, WAV, multimedia, animation, and more.

by Brett Glass

ROY WIEMANN

UNIX's Evolving Platform

▶ **The operating system with odd commands adds GUI friendliness to its power and stability.**

UNIX on your desktop? A few years ago, it seemed as if UNIX, the granddaddy of modern operating systems, would remain the domain of propellerheaded computer whizzes —folks who actually understood such cryptic incantations as "rm," "ls," "grep," and "awk." But thanks to new developments—including graphical interfaces, Windows emulation, free work-alikes, and the affordability of large-storage, high-performance machines needed to run it—UNIX may soon enjoy a renaissance among less technical computer users.

For many years, UNIX got a bum rap from novices. Many were turned off by its traditional terse commands, designed for fast typing rather than legibility. Another major impediment to acceptance was UNIX's character-oriented interface, which—while fast and functional—bucked the trend toward WIMP (Window/Icon/Mouse/Pull-down menu) interfaces.

"When I first learned UNIX as an undergraduate at Stanford, it was like getting initiated into a secret fraternity," says Michael Colvin, a school-board technical specialist in Shreveport, Louisiana. Commands seemed like "magic incantations," and a pecking order from "wizards" to "newbies" was established by one's familiarity with them. "With the advent of the interfaces, real desktop managers, and friendlier file systems, UNIX has become more of a tool for the Everyman. Although these features are considered mere window dressing, most old hands would agree that UNIX would have died a long, slow death without them," he says.

Indeed, environments such as NeXT's NeXTstep and SCO's Open Desktop —designed for the nonprogrammer—have point-and-click ease of use and are now available for many, if not most, versions of UNIX, and the X Windows system and Motif, which provide windowing capabilities for UNIX applications, are available on almost every UNIX platform. "X-Motif, the UnixWare GUI, is somewhat superior to Mac System 7

Brett Glass is an author and a computer consultant in Laramie, Wyoming. His CompuServe User ID number is 71333,151.

as a basic-operating-system interface, and far superior to MS-Windows. The functions for finding and adjusting windows are better, and there is more control over the underlying O.S. from the GUI shell," says UNIX Forum member Isaiah Laderman, a programmer for a nonprofit advocacy organization in New York City.

NeXTstep, in particular, has garnered praise throughout the industry for its advanced object-oriented user interface, which delivers what future products from other vendors—such as Taligent and Microsoft's Cairo—only promise. NeXT Forum member Cai B. Campbell, a systems analyst for a Seattle, Washington, financial-services firm, reports that his employees are excited about the prospect of working in an integrated, color GUI environment that is stable and enhances productivity.

Users also like UNIX's inherent stability. Unlike DOS, Windows, and Mac systems, UNIX systems rarely crash—even if a task misbehaves. "Unlike in Mac or Windows, I have never had an application fail in such a way that I needed to reboot. In fact, my UnixWare machine has been up for about six months without a reboot," says Laderman.

And since UNIX was designed from the ground up to support multiple applications (and even multiple users) on a single machine, it doesn't flinch when asked to do several things at once. "UNIX systems have had supported built-in networking, multiple users, and preemptive multitasking since before Microsoft was founded, let alone before it shipped an operating system that considers all of the above 'new technology,'" notes UNIX Forum member John Zulauf.

Powerful background processing is another important plus—a UNIX system can retrieve your electronic mail, send and receive faxes, and back itself up at predetermined times without missing a beat. Perhaps this is why—unbeknownst to many —Microsoft's first multitasking operating system was not Windows but Xenix, a licensed version of UNIX. Xenix, originally released for Tandy's short-lived line of 68000-based computers, later became a product of the Santa Cruz Operation, and evolved into SCO Xenix and SCO UNIX.

UNIX, which was originally designed for software development in a research environment, still appeals to software developers as well as casual users.

UNIX also excels at networking, due to work at the University of California at Berkeley, which added TCP/IP—the most popular and widely implemented set of network-

Free Operating Systems? Almost

With off-the-shelf versions of UNIX costing as much as $6,000 with all the trimmings, it may seem hard to believe that one could pick up a similar operating system for almost nothing. But Linux and FreeBSD, two UNIX work-alikes, are exactly that: freely distributed clones allowing you to get useful work done. And they're not bare-bones implementations, either; they include support for sound, CD-ROM, high-resolution graphics, fax, and TCP/IP-based networking.

Both include standard UNIX utilities such as awk and perl (two text-processing languages), lex and yacc (compiler-generating utilities), the X Windows system (a windowing system on which UNIX GUI programs run), and a C++ compiler. Also included are text formatters, debuggers, profilers, spreadsheets, and games. Multiple-boot utilities make it easy to switch back and forth between these operating systems and others. What's more, if you're in the mood to tinker, they come with complete source code that you can recompile to make changes, add features, or fix problems.

According to UNIX Forum sysop John James, Linux—reported to have at least 50,000 users—has many features not found in any commercial UNIX implementation. "Linux is a fairly full implementation of UNIX that seems pretty solid. It might be tough to persuade companies to bet their business on it, but many people are run-

ning quite happily on it and are getting real work done," he says.

Both operating systems work on Intel-based clones with at least a '386 microprocessor and at least 4MB of RAM. Linux can run in as little as 2MB of disk space (though more is certainly recommended), while FreeBSD can use as little as 60MB of disk. Both support most common disk controllers and network cards right out of the box.

There's only one gotcha: like all freely distributed programs, these O.S.s don't come with support. If you're not technically knowledgeable and your support needs go beyond simple questions that can be answered across the computer networks, you may have to pay a consultant to help you out. And since most consultants who "service" freely distributable software don't come cheap, you'll need to factor this cost into your decision to go with a "free" operating system.

Linux is now available within the libraries of CompuServe's UNIX Forum. Various files hold the base system, system extras, compilers, source code, and documentation. Search Library 7, "UNIX OS Topics," with the wild-card file name SLS* to bring up the installation files, or by the keyword LINUX to bring up these as well as other help files. Most of the 20-plus files are more than 1MB in size.

—BG

ing protocols—to the operating system's lowest levels. Because UNIX machines are so good at connecting to other machines —whether they're running UNIX or some other operating system—they're often used as servers in heterogeneous networks. "One of UNIX's strongest features is integration of multiple heterogeneous systems," says UNIX systems administrator and UNIX Forum member Joseph W. Smith. "UNIX and TCP/IP provide the glue necessary to make any system fit into the enterprise. The X Windows system also allows for building distributed systems and using all the CPU power available in the enterprise. I can launch an application on a workstation across the room and have the results displayed on mine, all the while using my own CPU for other work."

While "client-server" systems—that is, systems consisting of PCs on workers' desktops plus larger server machines in the back room—are all the rage, many companies find a centrally located UNIX machine, with many "dumb" terminals, to be better. "I have always pushed UNIX over client-server because of its advantage in areas of maintenance, upkeep, and productivity. A

dumb terminal won't experience a hard-disk crash or promote long games of Solitaire or Minesweeper," says John Nastasi, a systems programmer in Baton Rouge, Louisiana.

What are UNIX's drawbacks? Perhaps one of the biggest, for some users, is the lack of shrink-wrapped software. "UNIX still suffers from 'pretend compatibility.' Software vendors are certainly in no hurry to port their products to these multiple fragmented, low-volume markets," says Frank Baker, a software developer for Irvine, California's Monitoring Automation Systems. However, the widespread availability of free UNIX source code, distributed via the Internet and CompuServe's UNIX Forum, mitigates this problem somewhat. UNIX users can download and compile these free programs without waiting for a manufacturer to come out with disks for their machines—a big plus if you have an unusual type of UNIX. But that assumes the UNIX user has a compiler to use—and many don't, despite its being readily available, says UNIX Forum sysop John James. What's more, "compiling source code doesn't guarantee a bug-free product. And enough companies are afraid of a virus coming in that they won't run anything that

UNIX-Related Forums Online

The UNIX operating system offers a unique and sophisticated programming environment, but with its more than 200 commands and puzzling command syntax, it can be difficult to use. CompuServe offers many resources for mastering this operating system so you can take advantage of its remarkable features and noted multitasking abilities.

The UNIX Forum (GO UNIXFORUM) offers information and shareware utilities on UNIX tools, communications, networking, applications, programming, DOS under UNIX, graphical-user interfaces, and more.

For information and support on UnixWare, UNIX Systems Laboratories' UNIX System V release 4.2, consult Novell's UnixWare Forum (GO UNIXWARE). UnixWare allows UNIX to function as a client to a NetWare Server, making it possible to use NetWare's resources, such as drive space and printers, from UNIX. The UnixWare Forum provides contact with other UnixWare users, as well as technical support in such areas as installation, the mail system, DOS merge, the UNIX shell X Windows, networking, device drivers, printing, and applications.

The NeXT Forum (GO NEXTFORUM) offers expert advice in Section 2, "New to NeXTstep," on the popular UNIX shell NeXTstep, designed for the NeXT workstation.

The SunSelect & SunSoft Forum (GO SUNSELECT) is the best resource for information on SunSelect emulation and connectivity software that integrates into your UNIX network, as well as tips on using the Interactive UNIX operating system in Section and Library 11, "Interactive UNIX."

To learn more about Digital Equipment Corp.'s versions of the UNIX operating system, also known as Ultrix-32 and Ultrix-32m, check out the VAX Forum's (GO VAXFORUM) Section and Library 9, "VAX UNIX/Ultrix." For various help files and utilities, also search the libraries of the DEC PC Forum (GO DECPC) using the keyword UNIX.

The SCO Forum (GO SCOFORUM) from Santa Cruz Operation Inc. offers the latest SCO UNIX information and technical support in Section 4, "SCO UNIX," and Library 4, "UNIX Binaries."

UNIX help files and utilities are also available in Dr. Dobb's Journal Forum (GO DDJFORUM) in Library 8, "UNIX"; Basis International Forum (GO BASIS) in Library 8, "*nix Environment"; PDP-11 Forum (GO PDP11) in Library 5, "UNIX/C"; WRQ Reflection Forum (GO WRGFORUM) in Library 10, "Reflection X"; and Zenith Data Systems Forum (GO ZENITH) in Library 10, "OS/2 and UNIX."

The new UNIX Vendor A Forum (GO UNIXAVEN) is an electronic meeting place for UNIX vendors, including Recital Corp., Radiance Software, Mark Williams Co., the Small Computer Co., and G.T.R. Data Inc.

---

didn't come out of shrink wrap," he says. "In the end there's still a very big market for UNIX applications."

Back on the plus side, notes Kenneth Young, a UNIX Forum member from Fremont, California, involved with UNIX for more than five years, "fewer third-party applications are required for basic functionality." UNIX already comes with so many built-in applications—including text editors and formatters, electronic mail, file transfer, and network news readers—that there isn't much left to buy. Finally, Windows-emulation facilities—such as SunSoft's WABI—help to fill the software gap by allowing Windows applications to run on Intel-based implementations of UNIX. Apple's A/UX has long allowed native Macintosh applications to run alongside UNIX, and Apple has announced software that will bring this capability to Sun's UNIX workstations as well.

Finally, UNIX is unique in that—unlike DOS, Windows, or the Mac O.S.—users can choose among dozens of "flavors" of the operating system developed by many different vendors.

The diversity is born of the various implementations of the popular Berkeley Standard Distribution version, with different companies over the years adding proprietary features to BSD as well as AT&T's 1983 "System V" release and hybrid versions of the two. Two industry groups, UNIX International and the Open Systems Foundation, have wrangled for years over creating a standard, which may be realized in the recent Common Open Software Environment (COSE) agreement between vendors. But the diversity remains, leaving a great many options for potential UNIX users.

How to choose? As a potential UNIX buyer, the first choice you'll need to make is between a "genuine" version of UNIX—based on the original UNIX code developed by UNIX Systems Labs and/or the University of California at Berkeley—and a "work-alike" developed from scratch by someone else.

A/UX, Apple's version of System V, is a good choice for Macintosh users. NeXTstep is the version of BSD UNIX originally developed for the slick, black cube-shaped computers manufactured by Steve Jobs's NeXT Inc. It's now available for '386- and '486-based systems and features a slick, award-winning, object-oriented user interface that's expressly designed to make UNIX more friendly to computerphobes. SunSoft's Solaris, originally called SunOS, is the version upon which AT&T's "standard" System V was based, and is therefore a good choice for UNIX software developers who expect to move their programs to many different UNIX systems. UnixWare, published by Novell's Univel division, has garnered praise for stability and a responsive user interface. Dozens—perhaps hundreds—of other versions of "genuine" UNIX exist, including flavors from IBM, DEC, Data General, and HP.

Your choice will likely hinge on the hardware you're using, says John James. With workstation or server machines, there isn't much choice: "You are likely better off using the vendor's version of UNIX because of

COMPUTING SERVICES

performance or tuning factors, and the hardware and software's features." But choosing a UNIX to run on PCs opens the field wider. Deciding how much you want to spend and which applications will run on the system is important. "The former requires that you figure out which pieces of the operating system you're going to need—the compiler plus text-processing and window systems will cost extra—and the latter can be a matter of calling the application vendors, asking which UNIX versions they run on, and looking at your choices," James says. The irony is that one of UNIX's original goals was to let the customer pick software first, then the hardware that suited those needs. "The same approach might well be used to pick your UNIX flavor," James adds.

Because all "genuine" versions of UNIX are licensed from UNIX Systems Labs (now part of Novell), most carry list prices of at least a few hundred dollars. So if you're interested in trying a UNIX-like system without spending too much money, your best bet is to invest in a UNIX work-alike—an operating system that acts like UNIX but is not based on AT&T's original code. QNX, from QNX Software Systems of Ontario, Canada, is the first commercial UNIX-like O.S. to be based on a "microkernel" architecture. It's also unlike ordinary UNIX in that it excels at real-time (that is, time-critical) tasks; it's often used in fax servers and vertical-market systems. Coherent, a UNIX look-alike from the Mark Williams Company, costs only $99.95 but offers many of UNIX's capabilities. Its big pluses: it's small, it's

friendly, and it comes with unlimited free support direct from the manufacturer. "I found Coherent fairly easy to get going. The installation was fairly foolproof, and both the instructions and manual are excellent," says Ian Smith, a senior systems officer for British Gas in Enfield, England, who tries ideas out for his workplace UNIX systems on his home Coherent system. "The manual is one of the best that I've seen, with easy 'get you started' sections on the basic concepts and a detailed lexicon."

Two "free" UNIX look-alikes—Linux and FreeBSD—are available for $40 to $50 on CD-ROM. You can also download Linux from CompuServe's UNIX Forum. These environments (see "Free Operating Systems?" on p. 21) are composed of software contributed by many authors, and are surprisingly robust and complete—especially when you consider the price.

What if you need help or support from a UNIX guru? CompuServe features at least half a dozen forums of interest to UNIX users. (See "UNIX-Related Forums Online," on p. 22.) The UNIX Forum provides general information on UNIX; you can also join the NeXT, SunSelect & SunSoft, UnixWare, VAX, and SCO forums to get information on NeXT, Sun, Novell, DEC, or SCO versions of UNIX. CompuServe's UNIX forums are a big help to novices, as well as to users who need software for specific versions of UNIX.

Does UNIX have a future? With so many new operating environments on the scene— including OS/2, Windows NT, and the vaporous but forthcoming Chicago from Microsoft—it's not clear what role UNIX will play in the future of personal computing. A straw poll of CompuServe users, however, revealed a strong consensus: UNIX is unlikely to become a mainstream operating environment unless a company with marketing muscle beefs it up with lots of easy-to-use features and vendors begin porting their applications over to the time-tested system. But they also agreed that UNIX has staying power. While UNIX may never be number one in sales, it is likely to retain its position as the environment of choice for power users and on engineering workstations. Says James, "The PC environment running Windows in a serious networked environment is just not ready for prime time, so those who need stability, the performance that comes with multitasking, and connectivity will look to UNIX for some time to come." 🖥️

by Bill Smith

Documents for Everyone

▶ **New software makes memos and manuals readable on any machine.**

Authors of everything from Bible study guides to computer manuals are experimenting with document-exchange software. Why? Many see electronic distribution using the software as a quicker, cheaper alternative to printing and mailing publications. Others like the flexibility to easily update their work, or are impressed with the potential for hypertext links to connect related information in different parts of a document.

Since computer disks are lighter than the paper they replace, distribution on disk can cut postal charges. And distributing electronic documents online can be far quicker than sending paper or disks by mail.

Here's how the process works. Authors use any combination of their favorite word-processor, page-layout, spreadsheet, or graphics programs to produce newsletters, sales brochures, memos, or instruction manuals—just as they would if the final output were to be printed. Then they use the document-exchange software—such as Replica from Farallon Computing Inc., Acrobat from Adobe Systems Inc., and Common Ground from No'Hands Software—to "print" the documents to a disk as a special file type. It can be as simple as choosing the document-exchange software from a menu instead of the computer's regular printer.

The author then ships the files to readers, on disk or online. The readers use a "viewer" program, included as part of the document file or as a separate file, to look at the documents on whatever machines they use —Macintosh or Windows—without needing the word-processor or page-layout program originally used to create the documents.

Plain-text transfers have been possible for years, but as Jefferis Peterson of the Center for Biblical Literacy says, a text-only version of a magazine "can be especially boring. The artwork and graphics provide interest and enhance the message." So Peterson uses Replica to produce the electronic version of the Georgia-based center's quarterly magazine, *O Theophilus*, which he uploads to CompuServe's Religion Forum, Library 2, "Christianity." (See files OTHEO.SEA [103,424 bytes] and OTHEO.ZIP [178,978 bytes].)

It's a way for the center to get its message out inexpensively. Working from his Pennsylvania home, Peterson can include colored text in the electronic version without the steep cost of multicolor printing. But he admits that using Replica forces some compromises. Using many fonts can dramatically increase file sizes, and that means longer download times and higher costs for readers. So Peterson sticks to a few fonts that readers are likely to already have on their machines.

"The big missing ingredient in online communications, from the standpoint of a person who has been in print publications all his life, is presentation," says Chris Gulker, the director of development for the *San Francisco Examiner*. Gulker used Replica and Acrobat to produce *The Virtual Reporter*, an experimental newspaper, at the Seybold Seminar in Boston this spring.

The experiment focused on gathering the

Acrobat Tax Forms Available

U.S. members can download more than 450 tax-related Internal Revenue Service documents, including forms, instructions, and helpful publications, via CompuServe's Tax Connection. The documents, which the IRS has approved for filing, come in Adobe's Portable Document Format, so they retain their look regardless of the software or printer you use. To access these files, you must have Adobe's Acrobat Reader, also available for downloading via Tax Connection for use with Microsoft Windows, Macintosh, and DOS environments.

news and distributing it. The project used sophisticated "agent" programs to search thousands of sources and select likely stories to include in new editions published hourly at the convention, editions that could include material customized to each reader's interests. The document-exchange software played its role in showing how to distribute an attractive product instantly online.

Traditionally, the online medium has been "a dismal place for photographers and artists," says Gulker, who began his career as a photographer and now emphasizes using the computer to design effective ways to package news for readers. "For all their shortcomings, Acrobat and Replica finally allow me to do what I do best and share it electronically." Online copies of *The Virtual Reporter* in both formats are available in Library 12, "Future Media," of the Journalism Forum.

Gulker says his biggest problems came in converting documents from QuarkXPress. "It doesn't handle Quickdraw printing well, which made for lots of bizarre glitches in the final project." For Acrobat he was able to work around the problem by saving the pages as Encapsulated PostScript graphics. For Replica he had to switch to using PageMaker as his layout program.

CompuServe member Charles Miller used Replica to distribute on disk a 170-page manual for a computer software program used by Canada's armed forces. With just 50 users of the software across the country, printing copies of the manual at a quick-print shop would cost three times as much as distributing the copies on two floppy disks, says Miller, who owns a technical publishing company in Ottawa. Replica also made it easy to include 80 TIFF screen shots to illustrate the text. The disk version also cuts postage costs, and there's no need to keep an inventory of the manuals that could go out of date, as the manual is updated to reflect changes in the software.

For other projects Miller saves money by using Replica to deliver preliminary color proofs to clients, a job that would otherwise require mailing expensive output from a dye-sublimation printer.

He has also used the annotation features in Acrobat to exchange proofs with a partner who works 250 miles away, in Toronto. The partner uses Windows while Miller works on a Mac. They add the electronic equivalent of sticky notes at any point in a document to comment on each other's work, without disturbing the layout. "It saves fax costs," Miller says, and the onscreen images look better than a fax.

Document-exchange software also helps

get information out quickly. Brian Moura, the assistant city manager for San Carlos, California, converted a police wanted poster to Replica format and posted it on CompuServe after a robber shot and killed the owner of a local convenience store. Moura says it was an easy job to turn the computer-generated wanted poster prepared by San Carlos police detective Steve Jackson into a Replica document that included an artist's sketch of the robbery suspect and a stock photo of a car matching the description of one seen leaving the scene.

Moura hoped distributing the poster online would help police crack the case, but so far it remains unsolved. The poster is available as SUSPEC.RPL in Library 13, "Electronic Pubs./Training," of the Windows Users Group Network Forum.

David Makulec uses Acrobat to distribute on disk the monthly newsletter he produces for the New York Ventura Publisher Users Group. Currently the group can only afford to print a black-and-white version of the newsletter, but Makulec, a self-employed graphic designer in New York City, says Acrobat lets him add color artwork to the electronic version at no extra cost.

Makulec says Ventura was the first software program to include support for Acrobat's bookmark and hypertext link features, which direct readers to additional information. He can create links in Ventura, rather than having to add them later in Acrobat. But he's run into difficulties creating links to let viewers jump from the table of contents to individual stories, and to follow stories that jump from page to page. He's hoping recent software updates will solve those problems.

Makulec found CompuServe's Ventura and Adobe forums a big help in working through the software problems. "Several problems were solved immediately," he says, "with hints and tricks I could not have gotten efficiently elsewhere."

Another user-group activist, Jack Ballinger, uses Common Ground to produce a magazine for owners of Gateway computers. He says the group mailed print copies to its 130 members, but recorded 5,000 downloads of the premier issue of the online version. "Now members in all 50 states and 10 foreign countries can all receive the magazine at no expense to the group," the Brooklyn, New York, resident says.

But while online distribution can be free, or at low cost, to the publisher, costs for the reader can add up.

Electronic publisher Peterson says he's found that fancy graphics dramatically increase the size of a document. If subscribers have a 2,400-bps modem, "the 45 minutes it

takes to download the magazine may discourage them from reading it."

Kurt Foss, of the University of Wisconsin's Division of Information Technology, says files for a full-color newspaper prototype he worked on were ideal for CD-ROM distribution, "but it was unrealistic to think that anyone paying for download time would spend the time and money required to download the entire newspaper. The cost is astronomical compared with the cost of getting a printed newspaper delivered."

The paradox is that people with a special interest in a topic are willing to pay a buck or two to occasionally download a small, narrowly targeted newsletter. But try to send a bulky, general-interest daily newspaper down the phone line, and 50 cents a day to have the paper version dropped on your doorstep starts to look dirt cheap.

Kerry Harrison, an online-services technician for Dell Computer Corp., has created tech-support documents for distribution in both Acrobat and Replica formats. Based in Austin, Texas, she says she didn't have any trouble with either program. Nearly 200 CompuServe users have retrieved the first document she created, a white paper about various PC expansion buses—with downloads in Acrobat format running somewhat ahead of the Replica version.

Gulker, of the *San Francisco Examiner*, is working on two other projects that illustrate

Software, Viewers, and Other Files

Document-exchange software is a relatively new product category, but it's developing fast. The boundaries of what it can do are changing, and so are the players in the market. To keep up on what's happening, check out the following forums, where you can solicit advice on the software packages available and download information files as well as demos of some programs.

Adobe Forum (GO ADOBE)

Library 13, "Acrobat," includes technical notes on Acrobat and other Adobe programs in the Acrobat PDF file format. For technical notes, search the library using the file names 4*.PDF and 5*.PDF. For background information, download STRUCT.TXT (6,886 bytes). Adobe also responds to Acrobat tech-support questions in Message Section 13.

Desktop Publishing Forum (GO DTPFORUM)

Library 12, "Program Demos," has a Mac demo version of the Common Ground maker and viewer in file CGDEMO.SEA (297,000 bytes) as well as sample Common Ground files in CGSAMP.SEA (72,500 bytes).

Journalism Forum (GO JFORUM)

Library 12, "Future Media," has sample documents prepared in Acrobat and Replica formats. View Acrobat PDF–format pages of the *Electronic Times*, a newspaper assembled at a U.S. National Press Photographers Association Electronic Photojournalism Workshop. To locate these files, search the library using the keyword ELECTRONIC TIMES. Also, download the text file VRPTR.TXT (3,558 bytes) for a list of the forum's *Virtual Newsroom* newsletter files created using Acrobat and Replica.

Mac C Vendor Forum (GO FARAMAC)

Farallon offers a free trial Macintosh version of Replica in Library 10, "Farallon," REPMAC.SEA (633,000 bytes). Get a list of Farallon world-wide distributors in file WWDIST.TXT (10,188 bytes), or read a profile of Farallon Computing Inc. in file PROFIL.TXT (5,063 bytes). The company also responds to tech-support questions in Message Section 10.

PC Vendor E Forum (GO FARAPC)

Farallon offers a free trial Windows version of Replica in Library 4, "Farallon," REPWIN.EXE (706,900 bytes). Also, take a look at the software's specifications in file REPDOC.TXT (6,278 bytes), or read the press release that introduced the product in file REPREL.TXT (8,842 bytes). The company also responds to tech-support questions in Message Section 4.

Windows Users Group Network Forum (GO WUGNET)

Library 13, "Electronic Publications/Training," has a copy of the Common Ground for Windows MiniViewer, file CGWINM.EXE (99,000 bytes). It also has a few examples of Replica documents, including a criminal-wanted poster, file SUSPEC.RPL (184,797 bytes).

WordPerfect Forums (GO WORDPERFECT)

Ask company representatives and other members about WordPerfect's new document-exchange program, Envoy.

---

the strengths and weaknesses of current versions of different document-exchange packages. In Replica he's developing the Color Calibrator, a guide to calibrating Adobe PhotoShop for successful color separations on newspaper presses. He's also working on an electronic version of a coffee-table photography book, which will feature his work as a news photographer in Los Angeles. He's using Acrobat "for the many features such as thumbnails, bookmarks, and linking that allow readers to blaze their own trail as their interests dictate."

One major issue electronic publishers face is whether to redesign their documents for the new distribution medium. Foss, the technology editor for the U.S. National Press Photographers Association's Electronic Photojournalism Workshops, says his project has run into some criticism on that front. Workshop participants created broadsheet newspaper pages featuring the work of outstanding photojournalists from around the country. Foss reports that some of the people who downloaded images from last fall's workshop said the online version should fit the horizontal dimensions of most monitors.
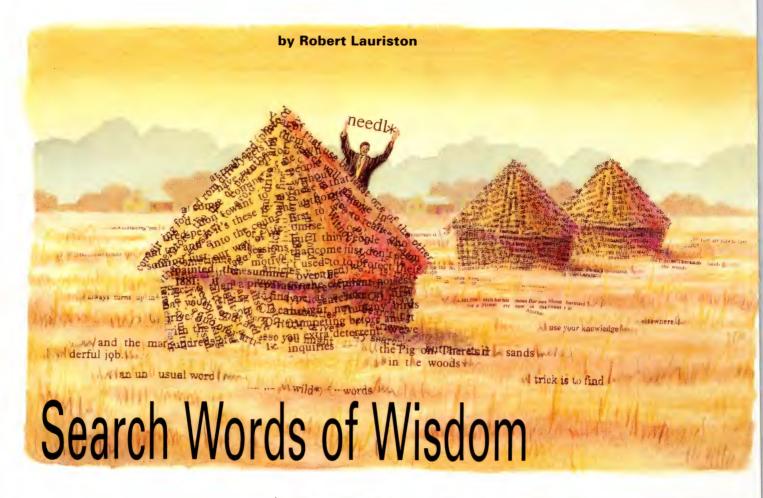
"We've since had a number of discussions on that point, and still have not decided whether we ought to allow the standard computer monitor to dictate the shape of the product, or whether monitors of the future will need to better reflect the vertical orientation of most print documents," he says. The page layouts are available in Library 12, "Future Media," of the Journalism Forum. Search for files using the keyword ELECTRONIC TIMES.

One alternative is to design with the assumption that readers will print the document after downloading it. That means another step for the reader, not to mention printing costs, but some publishers think it's an option that will prove popular anyway. And publishers who design for the screen force readers who want to print to use a lot more paper. That's one of the puzzles that document-exchange software users will have to work out for themselves as they continue to experiment with this new way of communicating with readers. 🖳

Bill Smith is a freelance writer based in Jamaica Plain, Massachusetts.

ABSOLUT MUSEUM.

by Robert Lauriston

needl*

Search Words of Wisdom

▶ **Researching a topic in IQuest or the Database Plus areas? Using the right phrase pays off faster.**

Though CompuServe's hundreds of online databases offer a remarkable range of useful information, the challenge of finding just the bit you need can be daunting. Perhaps the most difficult aspect of this task is formulating the search commands required to find the five entries that answer your questions while excluding the 478,503 that are irrelevant.

Searching databases isn't that tough once you master a few basic techniques and learn a few simple tricks. In fact, CompuServe makes it easier by providing consistent information about the varied database offerings, including descriptions, pricing information, and instructions via introductory menus. The following tips will help you take better advantage of CompuServe's database resources and get the most out of your online dollar.

First, plan your search carefully *before* you log on to the Information Service, which provides access to individual databases through several services, such as IQuest and Knowledge Index. Begin by reading about the services and their databases to determine which is most likely to contain the information you need and about the online aids available to help you perform the most effective search

possible. In many cases, research professionals can be consulted directly before you begin your search. (See "Search Support," on p. 34.) Then, think of all possible words and phrases that describe the information you're seeking. Nouns are the most effective search terms, so try to come up with as many synonyms as possible in order to thoroughly search your topic.

Also, before you log on, make sure you know how to capture your search to a file. In DOSCIM use the "Capture to File" command, and in WinCIM and MacCIM use the "Record on File" command on the Special menu when searching a database in terminal-emulation mode. When searching a database with a CIM interface, you can save the contents of the current window with the "Save As" command on the File menu, or by using the "Retrieve" button, when available. In Newspaper Archives, use the Stories menu to save to the Filing Cabinet.

(For clarity, the example searches in this article use the commands that work in the Database Plus services, including Business, Computer, Health, and Magazine Database Plus. Use the table on p. 30 to translate the commands used in the following examples into the proper commands employed in other services.)

Most people instinctively start with a very broad search, then narrow it—but you'll save time and money if you work the other

PERSONAL ENTERPRISE

Robert Lauriston is a freelance computer journalist who owns Macs and IBM PCs and writes regularly about both. His CompuServe User ID number is 75300,3205.

If you have a question,
we take it personally.

IQuest offers instant access to more than 800 databases covering virtually every topic imaginable. We also provide something you will find just as valuable.

Personal service.

With our SOS feature, you're in direct online communication with a staff of IQuest reference librarians. So if you need help answering a research question, selecting a database, or phrasing your search, an IQuest expert is there to help point you in the right direction. On-the-spot, and for no charge other than normal connect-time rates.

So next time you have a question — whether mundane or obscure — take it personally. And take it to IQuest SOS.

Monday-Friday
8 a.m.-10 p.m. (ET)
Saturday-Sunday
10 a.m.-8 p.m. (ET)

IQuest℠

way around. For example, if you search for "candy," naturally you'll get thousands of reference hits. If what you're really interested in is chocolate truffles, why not start with "chocolate truffles"? However, if you want an article that mentions *both* chocolate truffles and, say, jelly beans, you can use "chocolate truffles and jelly beans." If you want articles mentioning either chocolate truffles or jelly beans, then use "chocolate truffles or jelly beans." Or, if you want articles with discussions of chocolate truffles but with no mention of jelly beans, use "chocolate truffle* not jelly bean*." An asterisk denotes a wild card, which broadens the search to include variations on the word. As a general rule, it's best to avoid searching for single constructions of a root word, particularly when scanning multiple databases.

Say, for example, you're looking for articles about synchronizing databases: using the term "synchroniz*" will catch synchronize, synchronizing, synchronized, but skip all variations on the British spelling, "synchronise"—so "synchroni*" is better. This type of wild-card search retrieves all variations of the root word, regardless of the number of additional letters.

A second type of wild-card search where the wild card equals only one additional letter is less common. For example, "synchroniz?" will retrieve only synchronize, not synchronized or synchronizing (the ? denotes a single-letter wild card).

When available, use "near" (n) operators to make your net wide enough to catch various phrases referring to the subject you're interested in, but not so wide that you get every record that contains the particular words. For example, "synchroni* n10 database*" will pick up articles where "synchroni" appears within 10 words of "database*," which should catch most specific discussions of database synchronization, but will skip over most articles where the two words are used in different contexts.

You can also use "near" to deal with "stop" words—common words that are excluded from database indexes, and thus either are ignored or produce error messages if you include them in a search. (These vary from one database to another; in DB Plus products, for example, they're "an," "and," "by," "for," "from," "of," "the," "to," and "with.") You could use "share n3 market" to find both

PERSONAL ENTERPRISE

"market share" and "share of the market" (plus other irrelevant phrases such as "share the market"). If for some reason you wanted to find "share of the market" but *not* "market share," you could use "share n3 market and not market share."

The DB Plus databases also offer a "within" operator. It works just like "near," except the second word must appear *after* the first. Thus, "compan* w3 bankrup*" would find "the company went bankrupt" but not "it bankrupted the company." ("compan* n3 bankrup*" would find both.)

One potentially confusing aspect of searching databases is that you may be using the "near" operator without realizing it. A DB Plus search interprets "farm animal" as "farm n1 animal," so it will turn up both "farm animal" and "Animal Farm." This is the main reason a few seemingly unrelated articles often turn up in otherwise narrowly focused searches.

Sometimes a list of specific details likely to appear in the articles you want is more effective than a more general search term. Say you're trying to find articles on CD-ROM drives with photo-CD capabilities. Searching with the phrase "CD-ROM drive*" retrieves hundreds of articles, so you might try searching for "cd rom drive* and (photo cd or pcd)." Note the use of parentheses—they're often necessary to avoid ambiguity in searches that use both "and" and "or" operators. This search will find only articles that contain "cd rom drive*" plus at least one of the other terms. Without the parens, the database might interpret it as "(cd rom drive* and photo cd) or pcd," which would find every article containing "pcd." Another approach is to use your knowledge of the subject to come up with a list of words that are sure to turn up in the articles you want but are unlikely to appear together elsewhere, such as "cd rom drive* and (sony or nec) and photo cd."

A similar trick is to find an unusual word that always turns up in discussions of a particular subject. For example, finding newspaper stories about First Night Inc., the organization that sponsors anti-alcohol New Year's Eve celebrations, is kind of tricky, since "first night" turns up hundreds of unrelated stories. A simple solution is to search for the unusual (if not unique) name of the organization's founder and spokesperson, Zeren Earls.

When searching for names, it's helpful in some databases to use the "near" operator. For example, "john doe" will only match John Doe, but "john n2 doe" will also catch John C. Doe and Doe, John. In the Database Plus products, search for a specific person using the "Subject Headings" menu option and enter the name as you know it. Database Plus gives you a menu of all possible matches to your entered name. For example, you can enter either "Petty, Tom" or "Tom Petty" to get a list of four possible choices including several for Tom Petty and the Heartbreakers, as well as for Petty, Tom.

Also, when searching for company names, leave off "co.," "company," "corp.," "corporation," "limited," "ltd.," and so on. A major limitation of "near" operators is that you can look for only one pair of words at a time. That is, if you're looking for articles about the top

Noah good thing when you see it...

Two-for-one dining!

Rainy Day Savings at Over 9,000 Restaurants

Don't miss the boat. Premier Dining is the easy way to save on dining nationwide. Go two-by-two and when you buy one entree, you'll get one free. Go alone or in a small herd and save 20% off the entire food bill.* And, Premier Dining restaurants are not the type that will treat you like cattle. Restaurants of every variety are represented...and there are more than just a couple of each. From fine dining to family style favorites, you can realize savings of biblical proportion.

For savings at more restaurants than you could possibly visit in forty days and forty nights, even on the weekend, go online with CompuServe® and GO DINE with Premier Dining. Don't wait for a rainy day, take a look for yourself right now. Get all the details by calling us toll free, at 1-800-DINE241** or by entering **GO DINE**.

PREMIER
Dining

For more information, GO DINE

In CIM, Try QuickSearch

For those who don't have the time or inclination to master the arcane art of composing database searches, the new QuickSearch command in the most recent CompuServe Information Manager versions of Database Plus databases, including Business, Computer, Health, and Magazine Database Plus, offers a much friendlier way to search the same data. It's a little bit like following cross-references in an encyclopedia or library card catalog.

Here's how it works: a QuickSearch for "artificial intelligence" in Magazine Database Plus shows there are about 150 articles on the subject. You can skim the citations for those articles or, if 150 seems like too many, you can bring up a "subdivision" menu that groups them into 21 narrower categories, such as forecasts and usage of artificial intelligence. If none of these seems to be what you're looking for, you can bring up a menu of related subjects, such as 59 articles on expert systems and 49 on neural networks. This is a very easy way to browse large amounts of data.

PowerSearch, a more advanced search option, is also available. For more information on using PowerSearch, click on the PowerSearch button on the main menu of CIM Database Plus products. Then, go to the Help menu to read detailed instructions. Individual PowerSearch help files for each Database Plus database are available in the Ziff Support Forum. (For example, instructions on using PowerSearch in Business Database Plus are found in BDPUGC.TXT in the forum's Library 8, "BusinessDBPlus.")

---

speed of the 767 jet, you can't search for "767 n5 (mph or kph or per hour)." The slightly awkward workaround is to search for several alternative "near" groups at once: "(767 n5 mph) or (767 n5 kph) or (767 n5 per)."

Telebase's IQuest service provides a relatively consistent menu-driven interface for searching more than 800 databases produced and maintained by a number of companies. This vast amount of data could make IQuest the most challenging of the data services available on CompuServe, except (as detailed in the "Search Support" sidebar, on p. 34) you can always get help from a research specialist, at no cost beyond regular CompuServe connect charges.

IQuest also has an extensive online help system. While the top menu of a database will provide only a brief help screen, if you select one of its search options the resulting screen explains the database's characteristics. For example, the main-menu explanation for a "By Subject" search will generally be the same in every database ("use to search by subject"), while the help for the "Enter Subject Words" screen will describe any special instructions or peculiarities of a database.

PERSONAL ENTERPRISE

When you're looking for the most recent information in an IQuest database, don't worry about setting a range of dates for the search—the most recent information automatically appears at the top of the list, so even if your search turns up hundreds of records you may find the half-dozen you want in the first screen or two, without having to modify your search. When you *do* enter dates in IQuest, you almost always end with a slash: YY/, YY/MM/, or YY/MM/DD/.

Many of the databases available through IQuest use the United States government's four-digit Standard Industrial Classification codes to categorize products and services. To browse or download directories of SIC codes to assist you in your IQuest searches, GO SICCODE. Four- and six-digit SIC codes are also available for downloading as file D&BSIC.TXT in the CompuServe Help Forum's "Reference Help" library.

Knowledge Index is another option for online research. Many of its databases yield bibliographic data, which students can use for retrieving articles at a library. Researchers can often order the full-text articles online for an additional charge.

Search Suggestions: Downloadable Help Files

The CompuServe Help (GO HELPFORUM) and Ziff Support (GO ZIFFHELP) forums contain detailed help information on several research databases. Time spent in these forums is free of connect charges.

Business Database Plus—Sample search, including information on how to enter search terms, narrow the search, and retrieve articles, BDPSRC.TXT (7,181 bytes). Instructions for using CIM version of Business Database Plus, BDPUGC.TXT (19,222 bytes). Instructions for using Business Database Plus, BDPUSR.TXT (43,530 bytes). Library 8, "BusinessDB Plus," Ziff Support Forum.

Computer Buyers' Guide—Sample search, showing how to search by product name and product category, CBGSRC.TXT (10,265 bytes). Instructions for using Computer Buyers' Guide, CBGUSR.TXT (34,575 bytes). Library 12, "Comp. Buyers' Guide," Ziff Support Forum.

Computer Database Plus—Sample search, including information on how to enter search terms, narrow the search, and retrieve articles, CDPSRC.TXT (7,303 bytes). Instructions for using CIM version of Computer Database Plus, CDPUGC.TXT (17,203 bytes). Instructions for using Computer Database Plus, CDPUSR.TXT (41,147 bytes). Library 9, "ComputerDB Plus," Ziff Support Forum.

Health Database Plus—Sample search, including information on how to enter search terms, narrow the search, and retrieve articles, HDPSRC.TXT (7,075 bytes). Instructions for using CIM version of Health Database Plus, HDPUGC.TXT (17,865 bytes). Instructions for using Health Database Plus, HDPUSR.TXT (40,449 bytes). Library 10, "HealthDB Plus," Ziff Support Forum.

IQuest—Database descriptions, IQDESC.TXT (276,352 bytes) or IQDESC.EXE (83,968 bytes). Database subject index, IQSUBS.TXT (64,640 bytes). Dun & Bradstreet 1987 Standard Industrial Classification (SIC) codes, D&BSIC.TXT (141,184 bytes) or D&BSIC.EXE (57,600 bytes). Library 2, "Reference Help," CompuServe Help Forum.

Knowledge Index—Help guides for each K.I. database, including database descriptions. Library 2, "Reference Help," CompuServe Help Forum.

Magazine Database Plus—Sample search, including information on how to enter search terms, narrow the search, and retrieve articles, MDPSRC.TXT (7,075 bytes). Instructions for using CIM version of Magazine Database Plus, MDPUGC.TXT (18,232 bytes). Instructions for using Magazine Database Plus, MDPUSR.TXT (40,326 bytes). Library 11, "MagazineDB Plus," Ziff Support Forum.

Support on Site—Sample search, including information on how to enter search terms, narrow the search, and retrieve documents, ONSSRC.TXT (5,936 bytes). Library 13, "Support on Site," Ziff Support Forum.

Search Support: Where to Find Help for Various Databases

While all of CompuServe's research services provide extensive online help documentation that can be downloaded for offline study, many also offer personalized assistance through one or more of these formats:

Forum Assistance: Telebase Systems Inc., provider of the IQuest service, and Ziff-Davis, provider of the Database Plus services, offer free online help for their reference database products within two CompuServe forums. Consult the CompuServe Help Forum (GO HELPFORUM), Section 3, "Ask IQuest Support," for assistance with any of Telebase's reference services, while questions about Ziff-Davis services can be asked in the Ziff Support Forum (GO ZIFFHELP) or through the "Database Customer Service" option on the main menu of all its services. Choosing this option will automatically take you to the Ziff Support Forum.

In addition, questions about Entrepreneur Magazine's Guide to Franchise and Business Opportunities database can be left in the Entrepreneur's Small Business Forum (GO USEN), which carries hourly connect-time rates.

Electronic Feedback: Many databases include on their opening menu a feedback or electronic-mail option that allows you to send questions to the information provider. Replies will be sent promptly to your CompuServe Mail box, usually within 24 to 48 hours.

SOS: IQuest and many other databases that Telebase Systems offers through CompuServe provide real-time, one-on-one assistance by professional search specialists. These electronic librarians provide the same type of assistance you might seek at your local library.

To use SOS, type SOS at any -> prompt within IQuest or any other Telebase-provided database. A search specialist will greet you with a message flashed across your screen. You then type your question or ask for help with a search strategy. To get the best answer, make your question as specific as possible. The time you spend in SOS is not surcharged. SOS is available Monday through Friday from 8 A.M. to 10 P.M. Eastern Time (2 P.M. to 4 A.M. CET) and Saturday and Sunday from 10 A.M. to 8 P.M. Eastern Time (4 P.M. to 2 A.M. CET).

The following databases offer personalized help. Grolier's Academic American Encyclopedia is included as part of the Standard Pricing Plan of $8.95 a month and carries no special charges (SPP). The others are part of extended services and carry hourly connect-time rates (+), while some are surcharged products ($) or are available only with the Executive Option (E).

Australian/New Zealand Company Library (GO ANZCOLIB)
Directory and news information on more than 95,000 Australian and New Zealand public and private businesses. $ CompuServe Help Forum and SOS.

Biz*File (GO BIZFILE)
Directory of over 10 million U.S. and Canadian businesses. $ Electronic feedback through the "Biz*File Customer Service" menu option.

Book Review Digest (GO BOOKREVIEW)
Bibliographic references and summaries of critical reviews of English-language fiction and nonfiction published since 1983. $ CompuServe Help Forum and SOS.

Books in Print (GO BOOKS)
Bibliographic references describing books currently in print, recently out of print, or to be published in the next six months. $ CompuServe Help Forum and SOS.

British Books in Print (GO BBIP)
Bibliographic references describing British books currently in print, recently out of print, or to be published in the next six months. $ CompuServe Help Forum and SOS.

British Trade Marks (GO UKTRADEMARK)
Registered U.K. trademarks and pending applications and lapsed trademarks and applications since 1976. $ CompuServe Help Forum and SOS.

Business Database Plus (GO BUSDB)
Full-text articles from over 500 business and trade journals, magazines, and regional business newspapers, and more than 500 newsletters. $ Ziff Support Forum; also connect to the forum through the "Database Customer Service" menu option.

Business Dateline (GO BUSDATE)
Full-text articles from over 115 regional U.S. and Canadian business publications. $ CompuServe Help Forum and SOS.

Business Demographics (GO BUSDEM)
Reports based on census information for business market analysis. $ Electronic feedback through the "Feedback" menu option.

Cendata (GO CENDATA)
U.S. Census data, statistics, and articles. + Electronic feedback through the "Cendata User Feedback" menu option.

Commerce Business Daily (GO COMBUS)
Full text of U.S. Commerce Department publications listing federal contracts, requests for proposals, and other data. $ CompuServe Help Forum and SOS.

Computer Buyers' Guide (GO COMPBG)
A complete source for computer product information and direct-market buying, including detailed specifications for more than 70,000 hardware and software products. $ Ziff Support Forum; also connect to the forum through the "Database Customer Service" menu option.

Computer Database Plus (GO COMPDB)
Computer-related full-text articles and abstracts from over 200 magazines, newspapers, and journals. $ Ziff Support Forum; also connect to the forum through the "Database Customer Service" menu option.

Computrace (GO TRACE)
City, state, and ZIP code for more than 100 million living and deceased U.S. citizens. $ Electronic feedback through the "Computrace Customer Service" menu option.

Corporate Affiliations (GO AFFILIATIONS)
Profiles of public and private companies and corporate linkages for parent companies and affiliates. $ CompuServe Help Forum and SOS.

D&B—Canadian Dun's Market Identifiers (GO DBCAN)
Directory information on about 350,000 Canadian companies. $ CompuServe Help Forum and SOS.

D&B—Dun's Electronic Business Directory (GO DUNSEBD)
Directory information on over 8.5 million U.S. businesses and professionals. $ CompuServe Help Forum and SOS.

D&B—Dun's Market Identifiers (GO DMI)
Directory of over 6.7 million public and private U.S. establishments. $ CompuServe Help Forum and SOS.

D&B—International Dun's Market Identifiers (GO DBINT)
Directory of 2.1 million public, private, and government-controlled companies in 120 countries. $ CompuServe Help Forum and SOS.

Data-Processing Newsletters (GO DPNEWS)
Computer and telecommunications sections of PTS Newsletter Database with full-text articles from leading newsletters. $ CompuServe Help Forum and SOS.

Dissertation Abstracts (GO DISSERTATION)
Information on dissertations for doctoral degrees at accredited U.S. institutions since 1861 and selected Canadian and international institutions. $ CompuServe Help Forum and SOS.

Ei Compendex Plus (GO COMPENDEX)
Abstracts of significant engineering and technological literature. $ CompuServe Help Forum and SOS.

Entrepreneur Magazine's Guide to Franchise and Business Opportunities (GO ENTMAGAZINE)
Directory of company addresses, phone numbers, contact names, and descriptions of franchising and business opportunities in the United States and Canada. + Entrepreneur's Small Business Forum.

ERIC (GO ERIC)
Educational Resources Information Center; abstracts on education and testing. $ CompuServe Help Forum and SOS.

European Company Library (GO EUROLIB)
Financial data on European companies plus summaries of European Community legislation. $ CompuServe Help Forum and SOS.

German Company Library (GO GERLIB)
Selected financial information on over 48,000 German companies. $ CompuServe Help Forum and SOS.

Government Publications (GO GPO-1)
Catalogs of U.S. government publications and books that can be ordered online, as well as consumer-information articles from government publications that can be searched and read online. + Electronic feedback through the main menu's "Feedback/Comments to the Information Provider" option.

Grolier's Academic American Encyclopedia (GO ENCYCLOPEDIA)
Full text of Grolier's *AAE,* with 33,000 articles that are updated quarterly. SPP. Electronic feedback through the "Feedback" option on the main menu.

Health Database Plus (GO HLTDB)
Full-text articles and abstracts on health topics from consumer and professional publications. $ Ziff Support Forum; also connect to the forum through the "Database Customer Service" menu option.

Information USA (GO INFOUSA)
Directory of U.S. government agencies offering information on housing, education, careers, arts, financial help, and more. + Electronic assistance through CompuServe Mail at User ID 76703,4201.

Investext (GO INVTEXT)
Full-text company and industry research reports compiled during the last two years by Wall Street, regional and international brokerage houses, and research firms. $ CompuServe Help Forum and SOS.

IQuest (GO IQUEST)
Comprehensive reference service with access to over 800 databases covering business, government, research, news, and entertainment. $ CompuServe Help Forum and SOS.

IQuest Business Management InfoCenter (GO IQBUSINESS)
Direct access to IQuest's business, management, and marketing resources. $ CompuServe Help Forum and SOS.

IQuest Education InfoCenter (GO IQEDUCATION)
Direct access to IQuest's education resources. $ CompuServe Help Forum and SOS.

IQuest Engineering InfoCenter (GO IQENGINEER)
Direct access to IQuest's engineering resources. $ CompuServe Help Forum and SOS.

IQuest Medical InfoCenter (GO IQMEDICINE)
Direct access to medical practice, research, pharmaceutical news, and allied health studies. $ CompuServe Help Forum and SOS.

IQuest Technology InfoCenter (GO IQTECHNOLOGY)
Direct access to IQuest's computer and technology resources. $ CompuServe Help Forum and SOS.

Legal Research Center (GO LEGALRC)
Indices to articles from over 750 law journals, as well as indices to publications, studies, and other criminology sources. $ CompuServe Help Forum and SOS.

Magazine Database Plus (GO MAGDB)
Full-text articles and abstracts from over 140 general-interest magazines, journals, and reports. $ Ziff Support Forum; also connect to the forum through the "Database Customer Service" menu option.

Magill's Survey of Cinema (GO MAGILL)
Articles on over 3,500 films released since 1902. $ CompuServe Help Forum and SOS.

Marketing/Management Research Center (GO MKTGRC)
Access to databases containing indices and full-text articles of major U.S. and international business, management, and technical magazines, as well as industry research reports and market studies. $ CompuServe Help Forum and SOS.

Marquis Who's Who (GO BIOGRAPHY)
Biographical information on key North American professionals. $ CompuServe Help Forum and SOS.

Media Newsletters (GO MEDIANEWS)
Full-text articles from leading newsletters in the broadcasting and publishing industries. $ CompuServe Help Forum and SOS.

National Technical Information Service (GO NTIS)
Article references from U.S.-government-sponsored research, development, and engineering reports from 1970 to the present. $ CompuServe Help Forum and SOS.

Neighborhood Demographics (GO NEIGHBOR)
Demographic reports sorted by ZIP code. $ Electronic feedback through the "Feedback" menu option.

News Source USA (GO NEWSUSA)
Comprehensive collection of full-text articles from major U.S. magazines, newspapers, and special features. $ CompuServe Help Forum and SOS.

PaperChase-Medline (GO PAPERCHASE)
Access to Medline, U.S. Health Planning and Administration, AIDSLINE, and CANCERLIT. $ No online support. However, toll-free telephone assistance; call 800-722-2075 (in Massachusetts, call 617-278-3900) Monday through Friday 8:30 A.M. to 6 P.M. Eastern Time (2:30 P.M. to midnight CET).

Patent Research Center (GO PATENT)
Databases containing summaries of U.S. and international patents. $ CompuServe Help Forum and SOS.

Physicians Data Query (GO PDQ)
Cancer information for consumers and medical professionals. $ CompuServe Help Forum and SOS.

PsycInfo (GO PSYCINFO)
Abstracts from international psychology and behavioral-sciences literature. $ CompuServe Help Forum and SOS.

Rare Disease Database (GO NORD)
Information on rare diseases, disorders, and orphan drugs. + Electronic feedback (GO RDB-6).

Supersite Demographics (GO SUPERSITE)
U.S. demographic information covering income, housing, education, employment, and current- and projected-year forecasts; also, sales-potential reports for major types of retail stores and ACORN Target Profiles (A Classification of Residential Neighborhoods). $E Electronic feedback through the "Feedback" menu option.

Support on Site (GO ONSITE)
Service offers the latest advice and updates needed to solve software problems, including material from books, manuals, newsletters, and tech notes, as well as software updates provided directly by manufacturers. $ Ziff Support Forum; also connect to the forum through the "Database Customer Service" menu option.

Thomas Register Online (GO THOMAS)
Information on almost 150,000 U.S. and Canadian manufacturers and service providers. $ CompuServe Help Forum and SOS.

Trademarkscan (GO TRD)
Active trademark registrations and pending applications filed with the U.S. Patent and Trademark Office and from the Secretary of States' offices in all 50 states and Puerto Rico, and inactive registrations and applications from 1984 forward. $ CompuServe Help Forum and SOS.

TRW Business Profiles (GO TRWREPORT)
Credit and business information on more than 13 million organizations. $ CompuServe Help Forum and SOS.

UK Company Library (GO UKLIB)
Directory and financial information on a wide selection of United Kingdom companies. $ CompuServe Help Forum and SOS.

UK Marketing Library (GO UKMARKETING)
U.K. market-research reports. $ CompuServe Help Forum and SOS.

UK Newspaper Library (GO UKPAPERS)
A 12-month selection of articles from leading United Kingdom newspapers. $ CompuServe Help Forum and SOS.

US-State-County Reports (GO USSTCN)
U.S. demographic reports organized by country, state, or county. $ Electronic feedback through the "Feedback" menu option.

by Cathryn Conroy

R.V. veteran's life on wheels fits well with traveling research work evaluating schools: Lacey

Happy Campers

▶ **Meet the free spirits who log miles in big rigs and log on to the Recreation Vehicle Forum.**

When wanderlust entices you to explore the world, one way to roam is in a recreational vehicle. Complete with all the creature comforts of the '90s—from computers to microwave ovens—R.V.s have become homes to some travel bugs who prefer wheels to roots. Home sweet home is wherever the rig is parked.

Full-time R.V. travelers have sold their houses, winnowed their possessions, and learned basic rig maintenance for a variety of reasons. For some it is an interlude between working and retirement; for others it is the ticket to a job or a less expensive way to live. For most it is the only way their nomadic souls can thrive.

When Larry Paholski retired from the U.S. Air Force in 1993 after being stationed in Germany, he and his wife, Karin, didn't know where to live. To choose a retirement location, they bought a 36-foot 1992 Coachmen fifth-wheel travel trailer and in January headed off on a two-year scouting trip that is taking them from Florida to California and back again from the Pacific Northwest to the Carolinas. They are spend-

ing a month or more in each area, getting to know the town and learning about its housing market, cost of living, employment, and recreational opportunities.

With no previous R.V. experience, the Paholskis spent the first three months with their rig securely parked in a mobile-home park in Pensacola, Florida. "Living there gave us a chance to learn about the utility systems, get used to the space limitations, and solve problems before hitting the road," says Larry. They learned how to kill pesky ants that invaded the R.V. and how many electrical appliances could be used at one time before blowing a circuit, and discovered that Wal-Mart and "Camping World," an R.V. catalog, have the best prices on R.V. supplies.

They also used the time to streamline their personal affairs, setting up automatic payment for most of their monthly bills, signing up for a voice-mail telephone service, and securing ATM and calling cards for use on the road.

The great search for a retirement home could have been conducted by automobile, but the R.V. gives the couple a sense of home. "When we pull into a new campground,

Cathryn Conroy is senior writer of CompuServe Magazine. *Her CompuServe User ID number is 70007,417.*

Find One You Like For Only
$1*

LINCOLN MARK VIII
MSRP** $38,675 – $42,415
Save Up To† $5,592
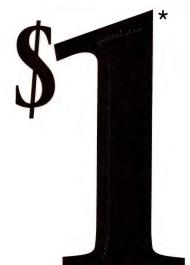
FORD EXPLORER
MSRP $18,255 – $30,575
Save Up To $3,272

PORSCHE 911
MSRP $60,000 – $119,681
Save Up To $16,296

CHEVROLET CORVETTE
MSRP $36,835 – $50,354
Save Up To $6,875

DODGE STEALTH
MSRP $21,575 – $40,070
Save Up To $3,419

JAGUAR XJS
MSRP $52,530 – $82,985
Save Up To $13,201

FORD TAURUS
MSRP $17,425 – $28,755
Save Up To $2,810

Save on the Car of Your Dreams
or One Within Your Means — GO AV

AutoVantage Online is the fastest way to shop and save on virtually any car, foreign or domestic. From sporty exotics and luxury sedans to practical family transportation, take the electronic highway to super savings.

AutoVantage is more than just pricing information. It's a complete car-buying and leasing service that lets you take advantage of pre-negotiated pricing at thousands of new car dealers nationwide. And, with AutoVantage you can even determine the estimated retail, wholesale and trade-in value of your current vehicle. Plus, even if you're not in the market to buy a car, AutoVantage entitles you to maintenance and repair discounts at over 17,000 locations of service providers with names you know and trust.

See for yourself how easy it is to save on all your automotive needs with AutoVantage. Go online on Compuserve and GO AV. You'll find complete membership details on screen and learn how, for a limited time, you can enjoy three months of full member privileges for only $1.

AutoVantage®
O n l i n e

GO OLI for more information.

Find the Wanderers' Favorite Places

A pleasant journey ends each day in a great campsite. Recreation Vehicle Forum members have these favorite North American sites to share in Library 3, "Destination/Parks." Many of these files are continually updated, and new recommendations frequently added. For areas not listed below, search by state or region.

Site payments range from $7 to $25 nightly, depending on the length of your stay; the longer you camp, the lower the nightly rate.

Alaska to Virginia—Diary of a motor-home trip across the United States and parts of Canada, including information on motor-home parks, restaurants, sights, and more. 91AKTR.ZIP (46,893 bytes).

Favorite Parks—Forum members' favorite campsites in selected areas, including:

Canada (CANADA.TXT, 3,560 bytes);
California (CA.TXT, 2,663 bytes);
Colorado (CO.TXT, 796 bytes);
Connecticut (CT.TXT, 1,464 bytes);
Florida (FL.TXT, 1,435 bytes);
Georgia (GA.TXT, 1,847 bytes);
Louisiana (LA.TXT, 656 bytes);
Massachusetts (MA.TXT, 2,062 bytes);
New Hampshire (NH.TXT, 1,307 bytes);
Oregon (OREGON.TXT, 687 bytes);
South Carolina (SC.TXT, 2,292 bytes);
Utah (UT.TXT, 967 bytes);
Washington (WA.TXT, 1,418 bytes).

within 30 minutes we're hooked up to all the utilities, coffee's brewing, Peter Jennings is bringing us up to date on what's happening in the world, and I'm relaxing in my familiar easy chair," says Larry. "A motel room or efficiency apartment filled with strange furniture just couldn't compare."

Adding to that sense of continuity is CompuServe. "When I crank up my computer in California and continue a forum conversation I started three states ago, it contributes in a big way to feeling at home in our rolling ranch house," Larry says.

The Paholskis have used CompuServe on the road to keep track of their investments, check on the weather for the next leg of their trip, and get information on campgrounds. Larry is active in the Recreation Vehicle Forum, where he has not only learned about living in an R.V. but also contributed stories to the library files of full-time life on the road.

RANDOM ACCESS

While the Paholskis are temporary full-timers, R.V. Forum member Joe Lacey and his wife, Ann, have been living this life for 10 years. Their various R.V.s have been not only a home on wheels but also the ticket to unusual jobs. The Laceys work for research companies, traveling the country conducting personal interviews and surveys. While Ann is now working for two years in Saudi Arabia, Joe is traveling the eastern seaboard as a field supervisor for the National Assessment of Educational Progress, evaluating U.S. schools.

The R.V. bug bit the Laceys in the late '60s. Stationed in Washington, D.C., while in the navy, Joe realized he couldn't afford the pricey houses in the U.S. capital and opted for a mobile home. He even persuaded the navy to let him travel to different military commands in the R.V. when he was stateside, rather than flying.

The R.V. offers him the freedom and adventure he doesn't find when locked into mortgage payments. "At this time, having roots—a house and a community—is not important," he says.

Meeting others living in R.V.s creates a sense of community that extends across the United States. Life on the road doesn't mean being without friends, Joe maintains. When the rig is parked in a campground, he enjoys walking among the other R.V.s and talking to people.

In addition, the R.V. Forum provides a network. "I obtain more information in one day from the R.V. Forum than I could acquire in three months reading magazines, and the information is timely," Joe says, noting that he tends to save almost all the messages and travel tips in case he needs them someday. These include advice on filling the water tank or solving refrigerator cooling problems. The forum is especially valuable for locating the few campgrounds that offer telecommunications access or permit pets on-site.

Joe also takes advantage of the many R.V. vendors online, asking questions and getting the latest information on products. Online vendors include Fleetwood, the largest R.V. manufacturer in the U.S.; Coachmen, a motor-home manufacturer; Micro Max Industries, manufacturer of R.V. engine accessories; Woodalls, publisher of a campground guide; Reese Products, a hitch builder; Dometic Corp., an R.V. appliance supplier; A&E, an awnings company; Protect All, a supplier of cleaning and waxing products; Motor Coach Association, a club for owners of motor homes and bus conversions; Good Sam, the largest R.V. club in the world, with nearly 1 million members; and *Camping & RV Magazine,* a publication covering the Midwest.

Some choose to live in R.V.s full-time without traveling full-time. Chuck Phillips of Fort Lauderdale, Florida, has made his 40-foot 1991 Newmar "KountryAire" fifth-wheel travel trailer his permanent home. An employee of a computer company, Phillips parks his rig in a mobile-home park and spends his weekends and annual leave traveling. When business travel is within a drivable distance,

he takes the R.V. rather than a plane, saving his company considerable money in airline and hotel bills. "The rig is parked, not planted," he says.

With his zest for frequent weekend trips to folk or bluegrass festivals and science-fiction conventions, Phillips disliked the effort required to pack for a two-day journey when he lived in a condominium. And moving supplies in and out of the rig was daunting and time-consuming, limiting the trips he took. So when he realized the R.V. could serve as a large efficiency apartment, he moved in full-time.

Because it is parked more than it is mobile, Phillips can't just turn on the ignition and go when the fancy strikes. To ensure he remembers everything that needs to be done before a trip, he created a two-page checklist of tasks. The routine takes about 45 minutes and includes securing his computer to the desk, strapping down the television, taking pictures off the walls, removing the sewage hose and flushing it with water, dismantling the telephone and cable TV lines, hitching the trailer to the truck that tows it, and inspecting the lights and brakes.

This need to get up and go is at the heart of why people choose to live in an R.V. Being able to change the view is what most entices John L. Wilson to this life. "If I don't like the view, I start the engine and go somewhere else. I guess there has always been a sort of vagabond in my blood," he admits.

It's also a great way to save money. His duplex in Sonoma, California, ran $1,800 a month in rent, utilities, and other expenses. Wilson knew he could live more cheaply in his motor home—a 1973 Revcon 25-foot Class A rig that he repaired and restored to its original condition for a two-year trip across the United States, Canada, and Mexico. This monumental task included replacing the tires and doing repair work on the suspension, engine, steering, and major appliances, including the water heater, furnace, stove, refrigerator, and air conditioning. After all this work, his monthly R.V. expenses are only $250—a savings of more than $1,500.

Purchasing a used vehicle also saved Wilson much up-front money. While new motor homes generally cost between $30,000 and $200,000, Wilson spent just $8,500 on his 21-year-old vehicle. Still, he not only had to spend another $4,000 to repair it, but also has to be alert to new problems that may develop in an R.V. this old. "Used R.V.s can be a costly expense unless you are prepared and can do a lot of the work yourself," he warns.

Traveling alone, Wilson works odd jobs as the mood strikes, ranging from computer repairman to emergency medical technician to firefighter. "I work when it feels right. I travel when it doesn't." A recent stop in Sequim, Washington, on the shores of the Sequim Bay turned into a four-month stay to work at Eric's R.V. Performance Center running the R.V. accessories store and doing computer work before heading to Alaska.

An assistant sysop in the R.V. Forum, Wilson uses CompuServe Mail to keep in touch with far-flung family and friends, and the forum as an information source to make his nomadic life more organized. Should his furnace go on the fritz, chances are someone in the forum can offer tips on how to fix it inexpensively. When he wants to venture to new places, someone in the forum has invariably been there and offers travel advice. And before heading in a new direction, Wilson always checks the weather online.

Most important is the social connection the forum provides in a world where neighbors change daily. "The R.V. Forum allows me to keep in touch with friends," Wilson says.
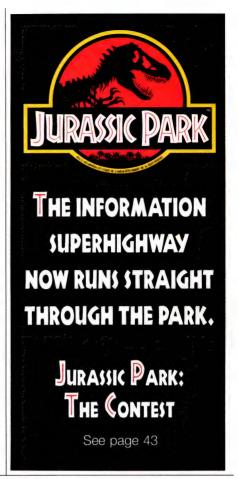
For him, the greatest thrill of the full-time R.V. life is creating a travel plan and then changing it on the spur of the moment—turning off the highway to visit a beautiful mountain or dip his toes in the ocean. "Take that little road that looks as if it goes nowhere. It will lead somewhere you may never have an opportunity to see otherwise," he says. "I am where I am because I want to be, and if I don't want to be here, all I have to do is start the engine and drive." 🖳

RANDOM ACCESS

Trailer Tips: How to Buy an R.V.

Like cars and houses, recreational vehicles come in different sizes and at different prices. Motor homes, available in three classes defined as A, B, and C, offer no separation between the driving and living areas. A travel trailer is towed behind a car or a truck, while a fifth-wheel trailer is towed with a pickup truck using a special bed-mounted hitch. Tent trailers and pickup campers offer inexpensive ways to vacation and are ideal for first-timers.

R.V.s can be purchased like a home, with a simple-interest loan of up to 15 years. Even the IRS treats R.V.s as a second home, making the interest deductible. This is a big purchase—prices for new units typically range from $3,000 for a fold-down camper to $700,000 for a luxurious Class A motor home.

Here are some buying tips from Recreation Vehicle Forum experts: Ed Juge, forum sysop; Jim Miller, director of sales and marketing at Brown RV Center Inc. in Memphis, Tennessee; and Tom Stanley, an avid R.V. traveler and air-force pilot.

▶ Determine the type of R.V. to purchase based on how you will use it. Short weekend trips require smaller vehicles than do extended journeys to remote sites. If you plan to live in it full-time, buy the best you can afford with all the features you want; after all, this is your house.

▶ How many people will be living in the R.V.? The more people on board, the larger the vehicle you'll need.

▶ You're making two purchases: the chassis and the living space. A great chassis will never make up for poorly designed living space.

▶ Shop around. Go to every dealer and R.V. show you can find. Don't be pressured into a quick decision.

▶ Look for a reputable dealer and salesperson. Ask questions and negotiate. As with cars, sticker and street prices vary greatly.

▶ Ask veterans in the R.V. Forum and local R.V. campgrounds for buying advice. You can learn a lot from other people's mistakes.

▶ For substantial savings, consider a used R.V. One that has been well maintained should provide 15 to 20 years of good service. Before buying, have it inspected by an expert mechanic.

▶ Before writing the check, rent a similar R.V. and take it on a trip!

—CC

Check out these R.V. Forum library files to help you in your buying decision:
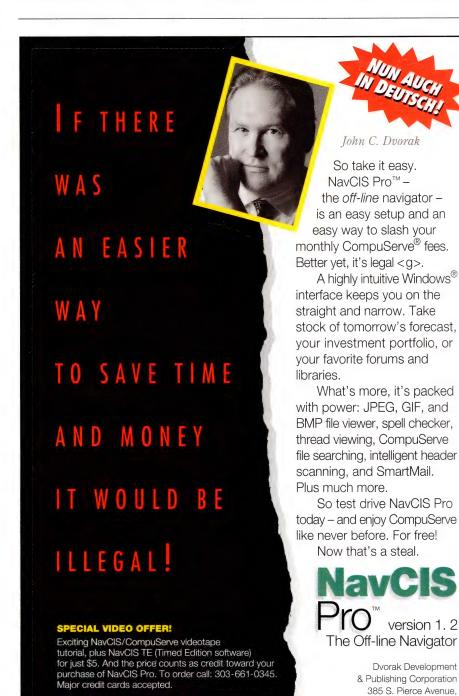
Buyers' R.V. Checklist—List of the most important features to consider. Library 1, "General Information," RVCKLS.TXT (1,739 bytes).

Small R.V.s—Pop-up camping-trailer and tent-trailer buying tips. Library 4, "Tent/Pickup Campers," POPUP.TXT (11,228 bytes).

Class B Motor Home—Pros and cons of Class B van-conversion motor homes. Library 6, "Motorhomes," CLASSB.TXT (2,016 bytes).

Class Distinction—In-depth discussion of Class B van-camper motor homes. Library 6, B-VANS.TXT (14,976 bytes).

Gas vs. Diesel—Comparison of gas and diesel motor homes. Library 6, GAS-DE.TXT (8,943 bytes).

by Cary Roberts

The B&B Experience

▶ **Small inns offer beds, breakfast, and the hospitality of home.**

Sharon Crawford and her husband, Charlie Russel, escape their daily lives as computer-book authors in Hayward, California, by heading down the coast to a Monterey bed-and-breakfast inn. The couple get away for only a few days at a time, so they choose a B&B to ensure maximum R&R.

Their visits to the Old Monterey Inn, a 1920s Tudor-style mansion formerly owned by the town's mayor, entail walking in its lush gardens, reading beside the fire, sleeping in a feather bed with down pillows and comforter, and taking occasional side trips. During one stay, they went whale watching at the Monterey Aquarium. "When we said that we wouldn't be having breakfast because of the whale-watching trip, we were provided with a basket—at our hosts' suggestion—of muffins, yogurt, fruit, and juice the night before," Crawford recalls.

Such special touches help draw many CompuServe members to B&Bs worldwide. According to Pamela Lanier, sysop of Lanier's Inn and Lodging Forum, publisher, and author of *The Complete Guide to Bed & Breakfasts, Inns & Guesthouses in the United States and Canada* (Lanier Publishing, 1994), B&Bs are increasingly popular because they offer personalized hospitality and opportunities for meeting fellow guests. In the 12 years Lanier has compiled data for the guide, the number of B&Bs, classified as owner-managed accommodations with three to 30 rooms, in the United States and Canada has grown from 1,200 to more than 10,000. "So many people spend their lives in high-rise buildings, riding up and down the elevator, not talking to

RANDOM ACCESS

Where to GO
▼
Japan Forum
GO JAPAN

Lanier's Inn and Lodging Forum
GO INNFORUM

Travel Forum
GO TRAVSIG

anyone except a few co-workers and business associates. Today's travelers enjoy B&Bs because they can communicate with others in a relaxed atmosphere," she explains.

These perks motivate Pat Bario, owner of a public-relations firm in Washington, D.C., to stay in B&Bs whenever possible. She often travels alone and likes the interaction many B&Bs foster. One Santa Monica, California, inn she visited served breakfast in a small dining room. "The inn bought only one copy of each newspaper and laid it out, section by section, for guests to pick up. Swapping and chatting seemed to follow naturally," Bario notes.

The individual character of B&Bs also attracts her. In San Francisco, she stayed in one once owned by a Catholic bishop. The proprietors had named each room after an opera—hers was the Turandot Room, with a four-poster bed and working fireplace. In contrast, she visited a B&B in Portland, Maine, whose bedrooms were individually painted by an artist and filled with eclectic art and crafts. During that visit, the owner lent Bario a shawl when she was leaving for a wedding without a coat on a cold day. "I

have yet to stay in a hotel where I have antiques in my room, wine and cheese and good conversation at cocktail hour, or the loan of a shawl or umbrella when needed. Staying at a B&B is like visiting a favorite —but unintrusive—relative," she says.

In exchange, B&B patrons sacrifice few amenities. More than 80 percent of rooms in the U.S. have private baths, and many also offer televisions and private phones, Lanier says. To appeal to business travelers, some B&Bs even boast fax machines, audiovisual capabilities, or small conference rooms. "Because the price of an upscale B&B is comparable to that of a good local hotel, you're getting more for your money—a spectacular breakfast, an afternoon tea or social hour, and the innkeeper's advice on local restaurants and attractions," she adds.

Reasonable rates helped draw Hawaii residents Kate and Dave Bulman to B&Bs in the United Kingdom. While B&Bs are "about half the price of hotels in the U.K.," they often have larger rooms, more comfortable furnishings, and provide coffee, tea, and teapots in the room, Kate says. Plus, "eggs, bacon, sausages, grilled mushrooms, tomatoes on the main plate, preceded by fruit, juice, and cereal and followed by toast and preserves, is standard."

The Bulmans also collected invaluable memories in the bargain—including those from Ballybunion, a seaside resort town in
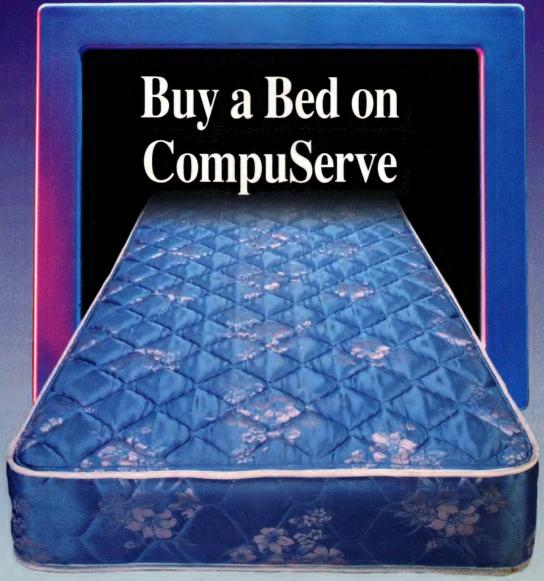
Food, charm, and hospitality attract crowds to her Arkansas country inn: Dragonwagon

For B&B Q&A, Visit Lanier's Inn and Lodging Forum

Inngoers, innkeepers, and those interested in becoming either can swap bed-and-breakfast questions and experiences in Lanier's Inn and Lodging Forum, run by travel expert, author, and publisher Pamela Lanier, along with Lanier Publishing editor Judy Berman and Lanier Publishing photographer J. C. Wright. Members meet in the forum to tell tales, glean advice, and share dreams.
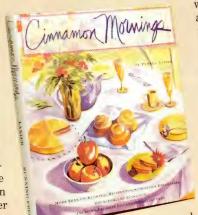
Members seeking the perfect B&B for their next vacation or weekend getaway can post messages in various location-specific sections including "Leisure East" and "Leisure West" (United States), "Canada/Mexico/Virgin Islands," and " 'Round the World" to read other members' observations. They can also check the "Specialties/Awards" library, which lists inns with unique features such as those with vegetarian fare or convenient access to cross-country and alpine skiing, or the "What's Happenin' " library for news about recently opened inns, travel features, and special events. Business travelers can find a good place to stay during a convention or B&Bs that accommodate business meetings in the "Business Travel" section.

The "Inn Photo Album/GIF" library features descriptions and GIF images of the forum's selected Inns of the Month. Members can breakfast at the Governor's Inn in Ludlow, Vermont, or view the prestigious Captain's Suite at the Whalewalk Inn in Cape Cod, Massachusetts.

Once members have visited a B&B, they can access the B&B "Recipe Exchange" library, which provides recipes from almost 200 B&B cookbooks, including Pamela Lanier's own *Cinnamon Mornings* (Running Press, 1992), to re-create the scrumptious edibles for which B&Bs are famous. "If someone goes to an inn and falls in love with those blueberry pancakes, we will contact the inn, get the recipe, and post it," Lanier says. Recipes range from Crescent Hill Chess Pie and Nina's Baked French Toast to French scrambled eggs with smoked salmon.

Many patrons also yearn to become proprietors. "It's a common dream that we address in a large section of the forum called 'Innkeeping Dreams,' " Lanier says. Moderated by the Professional Association of Innkeepers, the section plays host to nostalgic minds.

For members who have realized the dream, the "Inn Business" section provides a place for discussion of financial, legal, and zoning issues. The corresponding library contains software demos and industry information. B&B owners can also access an innkeepers-only message section, library, and conference room. Past conversations have touched on business software, handling problem employees, and dealing with salespeople, sysop Berman notes. Post a message to *SYSOP to gain access.

Members interested in elegant small hotels and all-suite hotels can access information about those accommodations in the forum's Library 14, "Elegant Hotels," and Library 8, "Try All-Suites."

Plans for the forum's future include the addition of sections for home exchanges and such places to stay as condos and villas, family resorts, spas, and hostels. Eventually, the forum will also contain more information about accommodations worldwide, as the sysops have seen a huge demand for information about B&Bs and guest housing in locations such as Europe and Australia. "We have a series of guidebooks we're using to add information progressively, hitting all different lodging segments," Lanier says.

—*Tracy Mygrant*

---

western Ireland. They stayed at a B&B on a working farm run by a large family. After the farmer's wife let them use her laundry facilities, "geese grabbed our wash off the line and dragged it through the manure while we were eating fresh scones in her kitchen," Kate recounts.

Despite the incident, she recommends staying at B&B farms to learn about how people live: "We've been shown prize sheep, had sheepdogs demonstrate their skills, inspected a fine litter of pigs, patted a lot of horses' noses and dogs, and found many cats in our laps." In fact, the only drawback to B&Bs is that "you feel very bad if you don't eat all of the big breakfasts and the owner looks at the leftovers with a look that means, 'Humph, you hardly touched the bread.' "

To find unique B&B lodgings, the Bulmans go to the British Tourist Information Office located in most towns of interest. The offices publish and sell small guides to B&Bs in their area, providing information about amenities, price, and location. "The T.I. office will call and book for you [for 50 pence]. If accommodations are tight, they will call around until they find something," Kate says. (For information on choosing B&Bs, see "Find an Inn," on p. 48.)

Michael Ross, assistant sysop of the Japan Forum, experienced another culture firsthand when he stayed at a farmhouse in Hikone, Japan. It was a B&B owned by Japan Forum member Nobuo Fujino. Ross slept on a traditional Japanese futon bed and ate *sukiyaki*, a meal of vegetables and beef with a soy-sauce-based sweet sauce prepared by Fujino's mother, seated at a table with *kotatsu*, a heavy blanket that traps heat from a heat lamp. Fujino took him to the local shrine/temple and to a carp hatchery, where he saw "how $500,000 fish are cared for. How much would it cost for a hotel to arrange such a tour?" Ross says. (CompuServe members interested in Fujino's B&B should read HOMEST.TXT in the Japan Forum's Library 14, "Classified Ads.")

Another CompuServe connection led Markus Poggemann of Muenster, Germany, to Alan and Brenda Mitchell's Home by the Sea in Port Orford, Oregon. When Poggemann, a software consultant, was planning his trip, he posted a note in the Travel Forum asking about Oregon. He wanted to drive from Portland to San Francisco. Alan responded with information about relevant forum files. After Poggemann downloaded a GIF image of the ocean view from the Mitchells' B&B, he added the stop to his itinerary. (The GIF is available as OR-CST.GIF in the Inn and Lodging Forum's Library 13, "Inn Photo Album/GIF.")

"My stay in Alan's Home by the Sea was one of the highlights of my trip to the U.S.," Poggemann says. One morning at breakfast, for example, "Alan shouted, 'Whales, whales, come take a look!' It was the first time in my life I saw big, gray whales." Alan also directed him to a local restaurant for dinner and helped him decide what to visit while in San Francisco. "I took Alan's advice and was never disappointed," Poggemann asserts.

Alan and Brenda have hosted several fellow CompuServe members in their nine-year tenure as B&B proprietors. Their guests appreciate having access to "practical things in life" such as the Information Service (CompuServers are encouraged to log on and check their e-mail on the Mitchells' Mac), laundry facilities, private baths with showers, queen-size beds, telephones, and cable TV, as well as the ocean view and beach access, Alan says.

Besides running the Home by the Sea, a two-story house they designed and built themselves with two guest rooms, the Blue Suite and the Coral Room, Alan works as a carpenter and Brenda teaches. Their visitors make the physical and mental labor of running the B&B worthwhile: "Innkeeping is an

RANDOM ACCESS

armchair traveler's delight because of the extraordinary variety of highly professional, gracious people who choose to stay with us and then willingly share their varied travel and life experiences," Alan adds.

For that reason, innkeeper and author Crescent Dragonwagon always keeps her guests in mind, whether icing a Double Density Chocolate Expresso Torte or yanking stray weeds from the garden. With husband Ned Shank, she runs the Dairy Hollow House in Eureka Springs, Arkansas, famous for its food and its charm. Five nights a week they serve dinner in the inn's Main House, a 1950s bungalow-style house that was carefully redesigned by Shank, a historic preservationist, to complement the original building, the 1880s Farmhouse with a stone foundation.

Dragonwagon attributes the popularity of their restaurant and six-room inn (the Dairy

Sends a visual invitation with interior warmth: Dairy Hollow House

Hollow House won Uncle Ben's Inn of the Year awards from 1989 to 1991) to the hospitality.

Many innkeepers begin with the misconception that having a wonderful house and

serving wonderful food are the keys to success. Dragonwagon likens it to renovating a theater, getting the appropriate carpeting, curtains, and set—but if the play shown is mediocre, it doesn't matter how good the theater looks. "The play is hospitality, which means responding to the people who come to stay with you, caring for them. You have your antenna out to meet their needs. Thus, you express something intangible through the accumulation of tangible details," from providing fresh-cut flowers and a pitcher of iced herbal cooler in each room to remembering a diner ordered his trout unsmoked or giving departing guests printouts of the CompuServe weather report for their destination. These details make B&B inns more than places to sleep and eat.

Cary Roberts is an assistant editor of CompuServe Magazine. *Her CompuServe User ID number is 70004,2650.*

Find an Inn: Online Resources

If you're planning a trip and want to stay in a bed-and-breakfast inn, search the Bed & Breakfast Guide Online (GO INNS), a database of more than 9,500 U.S. and Canadian inns based on Lanier's best-selling *The Complete Guide to Bed & Breakfasts, Inns & Guesthouses in the United States and Canada* (Lanier Publishing, 1994). It is searchable by B&B name, city, or state/province. Entries include the name, location, phone number, and price range of the B&B, as well as amenities—such as private baths, cable TV, or accessibility for the handicapped—and note the types of meals served and whether children and pets are allowed. For information on the database, select "Guide Notes" from the guide's main menu.

For U.K. lodgings, search the AA Accommodations UK (GO UKACCOM), a listing of more than 8,000 AA-inspected establishments in Britain and Ireland, including inns, guest houses, and farmhouses.

The following library files can also assist you.

California Forum (GO CALFORUM)

Romantic Spots—Two message threads containing ideas for romantic places to stay in California. Library 14, "Touring California," ROMSPT.THD (8,700 bytes).

Florida Forum (GO FLORIDA)

Key Inns in Key West—List of inns and B&Bs in Key West, Florida. Taken from the book *Guide to the Small and Historic Lodgings of Florida,* by Herbert L. Hiller. Library 7, "Southeast," KWINNS.TXT (14,697 bytes).

Japan Forum (GO JAPAN)

Japanese Inns—Information from the Japanese Inn Group about Japanese inns (*ryokans*), including a directory of 80 *ryokans* and instructions on making reservations. Library 3, "Travel," JAPAN.INN (11,874 bytes).

Lanier's Inn and Lodging Forum (GO INNFORUM)

Oregon '94—1994 listing of the members of the Oregon B&B Directory and B&B Guild. Members are listed by location, name, address, and phone number. Library 7, "TBA," OR-B&B.94 (20,163 bytes).

Follow the Yellow Brick . . .—List of reports available from *Yellow Brick Road,* an inn newsletter published in California. Addresses such topics as traveling with kids and where to find "murder mystery" weekends. Library 7, YBRLST.TXT (1,207 bytes).

Inn From the West—Noteworthy inn news from the West Coast. Library 7, WESTER.TXT (3,834 bytes).

Canadian Connection—News from Canadian B&Bs, including special offers and travel ideas. Library 7, CANADA.TXT (593 bytes).

Business Briefing—List of U.S. B&Bs prepared to accommodate pre-convention meetings, focus groups, and other business meetings. Library 11, "Inn Business Travel," CONLIS.TXT (4,310 bytes).

Travel Forum (GO TRAVSIG)

Maine Suggestion—Message thread about members' recommended B&Bs in Maine. Includes restaurant suggestions. Library 1, "United States," MAINE.B&B (31,952 bytes).

San Francisco Holiday—List of B&Bs south of San Francisco along the coast. Library 1, SFBB.CA (6,640 bytes).

Canada's Capital—List of B&Bs in Ottawa. Library 2, "Canada," OTTAWA.B&B (2,796 bytes).

Maneuvering Montreal—Member suggestions for places to stay, eat, and visit in Montreal, including B&Bs. Library 2, MONTRL.SEE (22,072 bytes).

London Low-Cost—Message thread about members' favorite low-cost B&Bs in London. Library 8, "Europe," LONDON.B&B (10,175 bytes).

Irish Farmhouse—Details about a farmhouse B&B in the Irish countryside near Terryglass Village. Library 15, "Timeshares & Houses," B&BIRE.FRM (5,430 bytes).

UK Forum (GO UKFORUM)

U.K. Accommodations—Sample listing of reasonably priced U.K. lodgings with details of each item mentioned. Library 12, "Travel/UK Info," B&BSUK.TXT (27,501 bytes).

E-Mail Service—E-mail your list of accommodation requirements to the uploader of this file, who will search databases of cottages, farms, B&Bs, lighthouses, and castles throughout the United Kingdom, France, and elsewhere in Europe. Library 12, TRAVEL.TXT (855 bytes).

Scotland Starting Point—An e-mail contact will provide information from any of the 32 area tourist boards in Scotland and from the Scottish Tourist Board. Library 16, "Scotland & Wales," SCOTLA.HLP (318 bytes).

Sneak......

a peek

at the

Disclosure

SEC™

Database

......for Free!

Disclosure and CompuServe team up to bring you the most comprehensive database of public companies. The Disclosure SEC Database:

- Current & Historical Financials;
- Profile Information;
- Full-Text Management Information & Analysis.

Disclosure delivers all this and more on over 11,000 public companies!

Enter specific company names to locate potential investments, or use your own criteria, such as current ratio, sales, market value, cash flow or 20 other search items.

Disclosure SEC Database:
used by the country's top investment banking firms when making multi-million dollar decisions.

Sneak A Peek!

See for yourself... just enter GO DISCLOSURE at the ! prompt, then type HRB for a free record on H & R Block (online charges still apply). Or call us for a free sample corporate record plus the **Disclosure Guide to Database Elements** -- a quick reference guide to our Database.

Nationwide: 800-945-3647, Ext. 300

Disclosure SEC *Database*™

Downloadable Notables

Downloadable Notables is a monthly catalog of new and interesting uploads compiled by associate editor Christopher Galvin. You can suggest a file for mention by sending the full forum file description (including forum name, library, file name, size, title, and summary) and a note explaining why it caught your fancy to CompuServe User ID number 71154,74. *Do not send the file itself or questions regarding listed files.* Many mentioned program files are shareware; view the full file description online for details, and please support the shareware concept. If you cannot locate a file, check the forum's News Flash for late changes or post a message within the forum to *SYSOP asking for assistance.

* * * * *

"Showbidness" Stuff—Check out the libraries of the Entertainment Drive Forum (GO EDRIVE), where Hollywood professionals mingle with the public. Have you missed any of David Letterman's recent Top 10 lists? Library 3, "CBS & Network Blvd.," maintains a regularly updated store of them (file names in format TOPTEN.xxx; browse for most recent lists, each approximately 1,000 bytes). Library 11, "Theatre Row," holds a collection of GIF images of caricaturist Al Hirschfeld's drawings honoring his works' commemoration on U.S. postage stamps; subjects range from Burns & Allen to Pavarotti to the original and '90s casts of TV's *Star Trek* (approximately 30,000–210,000 bytes each; search using the keyword HIRSCHFELD). Library 13, "Beck/Smith's Hollywood," keeps recent editions of the noted gossip columnists' tidings (file names in format BECKxx.TXT; approximately 6,000–8,000 bytes).

Epic Proportions—DOS-based computer games don't get much better than the regular releases by the shareware-based game company whose home is the Epic MegaGames Forum (GO EPICFORUM). Its Library 1, "Epic HOT Games," holds such titles as OverKill, a fast-scrolling action game where you clear your two huge planets of enemies and challenges; Xargon 1, a 256-color animated exploration where you star as "Malvineous"; and the updated, classic Jill of the Jungle, with beautiful SoundBlaster soundtrack and scenery.

> OVERKL.ZIP (404,389 bytes);
> XARGON.ZIP (594,625 bytes);
> JILL.ZIP (305,579 bytes).

Library 7, "GameBytes Magazine," has issues of the noted game-review hypertext from Ross Erickson. A separate graphics file contains game screen shots for each issue. (Main file names in format GBxx.ZIP; approximately 800,000–1,200,000 bytes each.)

World Reports—The Global Crises Forum (GO CRISISFORUM) archives its regular message-section postings of transcribed Radio Free Europe/Radio Liberty reports —detailing events in Russia, the former USSR, Eastern Europe, and the Balkans —and United Nations press releases, cross-posted from the Internet. The former are stored in Library 2, "Russia and xUSSR" (file names in format RFExxx.ZIP; approximately 50,000 bytes each); the latter, in Library 17, "Int'l Law & Orgs" (file names in format UNPRxx.ZIP; approximately 50,000–70,000 bytes each). Both uploads are ZIPped text.

Online Law—The Legal Forum (GO LAWSIG) has an informative frequently-asked-questions file (FAQ) on personal-injury law, covering such issues as finding a lawyer and protecting your rights, in Library 0, "General."

> INJURY.FAQ (17,528 bytes).

Library 1, "Computer/Tech Law," has two Internet FAQs courtesy of Terry Carroll, covering U.S. patent law and copyright law.

> PATFAQ.ZIP (72,485 bytes);
> CRTFAQ.ZIP (49,345 bytes).

Library 4, "Legal Research," has a variety of access software for the Lexis/Nexis online service (a Lexis account is necessary

---

This Month's FILE CLUSTER

Hey, campers, it's time for the digital foraging we like to call the File Cluster, a search of CompuServe's numerous forums for files all using the same keyword. This month: It's out for summer and back in fall with masters, marms, and cooks; fish swim in one but don't learn none 'cause they can't quite hold the books: SCHOOL.

Teen ADD—What's it like for a teenager who has attention-deficit disorder? Two essays from teens explain. ADD Forum (GO ADD), Library 3, "Kids/Teens Library," MATHEW.TXT and WEBER.TXT (3,546 bytes; 2,471 bytes).

The Old School—Boys sit studiously at their classroom desks in Baden, Georgia, in this 1930s-era picture. Archive Photos Forum (GO ARCHIVES), Library 7, "Kids in Action," C1B99.GIF (124,712 bytes).

Learning to Fly—How do you get going in instruction for a private pilot's license? Read this archived thread. Aviation Forum (GO AVSIG), Library 7, "Training & Careers," LEARN2.FLY (19,476 bytes).

Classy Cooking—In this two-part essay, Dan Perlman describes his 1992 experiences with the monthlong Peter Kump Cooking School in New York. Cooks Online Forum (GO COOKS), Library 17, "Potpourri," CKSCH1.TXT and CKSCH2.TXT (50,074 bytes; 80,737 bytes).

Don't Eat the Paste—Text from the Center for Safety in the Arts' poster "Safer Substitutes," outlining nontoxic replacements for materials in elementary and secondary art classes. Crafts Forum (GO CRAFTS), Library 1, "Help/Resources," SUBST.TXT (17,998 bytes).

Hand Lettering—MacParland is a Macintosh TrueType manuscript font created by an elementary-school teacher for use in the classroom. Desktop Publishing Forum (GO DTPFORUM), Library 8, "Mac Fonts," MCPARL.SIT (102,400 bytes).

Ready for Kindergarten—The text of a

KRISTEN MILLEA

U.S. Department of Education booklet entitled "Helping Your Child Get Ready for School," suggesting activities for children year-by-year through age five that teach the fun and importance of learning. Education Forum (GO EDFORUM), Library 6, "Child Dev/Parenting," READY.TXT (82,121 bytes).

Sea School—This "Math Waves" learning game features enough colorful graphics, music, sound effects, and digitized speech to keep young learners playing for hours. Gamers Forum (GO GAMERS), Library 13, "Other Games," 1SEA.ZIP (534,595 bytes).

Karate Chopped—Everything a martial-arts neophyte needs to know, including where to find schools and what you should expect to pay, is in this text from the Internet. Health & Fitness Forum (GO GOODHEALTH), Library 11, "Martial Arts," NEWBIE.TXT (15,981 bytes).

One-Roomer—A New England schoolhouse from about 1863, from the Smithsonian Institution's online collection. Graphics Gallery Forum (GO GALLERY), Library 5, "SI: Tech/History," ONERM.GIF (200,681 bytes).

Stay Single—There's a counterculture springing up in U.S. high schools: virgin clubs. Read about teens who take a vow to abstain from sex, often until marriage, in this article. Human Sexuality Open Forum (GO HSX100), Library 6, "Matters of Morals," VIRGIN.TXT (9,091 bytes).

Coloring Book—For elementary-school

to utilize), including the popular Windows version and a separate file of access macros.

LEXWIN.ZIP (90,624 bytes);
LEXWAM.ZIP (134,442 bytes).

Library 14, "Bar Room," features the Lawyer Joke-a-Day, a Windows bootup program offering laughs at the expense of attorneys.

LAWJOK.ZIP (36,259 bytes).

Mac Enhancements—Tune into the Macintosh Systems Forum (GO MACSYS) for applications, extensions, and other files that can really beef up your system. Popular downloads in Library 4, "Control Panels,"

include AppChooser, which allows the selection of a substitute application when a file's original creator is not available; Default Folder, which sets up default folders for apps and desk accessories and reselects the last file you chose; and Drag Any Window, permitting the repositioning of any window, even normally stationary Open and Save dialogs.

APCHO.SEA (29,568 bytes);
DEFFLD.SEA (109,696 bytes);
DRGWIN.SIT (12,730 bytes).

Library 7, "Utilities," features Sychronize!, a file-synchronization program that updates files between two Macs; the latest

version of Tex-Edit, an excellent text editor with carriage-return and line-feed conversion options, case changing, and full use of Speech Manager; and Tech Tool, which automates the rebuilding of a desktop and "zapping" of parameter RAM (PRAM).

SYNCH.SEA (181,760 bytes);
TEXED2.SIT (56,960 bytes);
CLIPCL.SIT (60,928 bytes).

Photo Notes—Don't quite have the "eye" for taking pictures? Read the various files comprising Jim Foster's Basic 35mm Outdoor Photography for Everyone in the Photography Forum's (GO PHOTOFORUM) Library 3, "Tips/Amateur & Pro." Subjects covered include Foster's Axioms, what makes for a good image, common errors in composition, outdoor-photo gaffes, working with natural light, and assembling your own 35mm outfit. A final file contains the archived discussion (ZIPped text) from the online workshop.

AXIOMS.TXT (1,779 bytes);
GOODPX.TXT (3,113 bytes);
COMP.TXT (4,735 bytes);
ERROR.TXT (11,593 bytes);
QUOTES.TXT (1,583 bytes);
SYSTEM.TXT (9,328 bytes).
BASICS.ZIP (36,498 bytes).

Other interesting uploads include the archived discussion from Norm Smith's workshop on wildlife photography, and an information file on kite aerial photography.

WLDLFE.ZIP (48,309 bytes);
KITEHT.TXT (7,662 bytes).

Windows Storehouse—The Windows Shareware Forum (GO WINSHARE) holds a massive collection of the latest and greatest programs and Windows add-ons for networks, productivity, and business. Of interest in Library 10, "General Win Apps," are the Roadmap to Information Superhighway, a Windows Help format guide to popular places on the Internet; Professional Task Planner, a project manager's tool for scheduling a project's various deadlines, with zoomable graphic Gantt charts; U.S. Weather Atlas, providing monthly weather averages (temperatures, rainfall, etc.) for 100 cities; OsoSoft's Rockford!, an award-winning business-card designer that incorporates fonts and clip art and prints on prescored card stock; Software Manager, which helps you eliminate guesswork in software installation and removal; and Wisdom of the Ages, an electronic book of quotes, sayings, and ideas from history's great minds that will "add spark" to your communications.

ROADMA.ZIP (90,429 bytes);
TASKPL.ZIP (166,912 bytes);
USWTHR.ZIP (80,541 bytes);
RCKFRD.ZIP (179,611 bytes);
WISWIN.ZIP (1,321,633 bytes).

kids, this program lets them paint with 450 colors and patterns and drills them on math functions at 10 skill levels. Also has concentration, state-capital, and counting games. IBM Applications Forum (GO IBMAPP), Library 11, "Education," CRAY32.ZIP (269,440 bytes).

Teaching With the Net—How can primary- and secondary-school teachers take advantage of the Internet in the classroom? Read this frequently-asked-questions document. Internet Forum (GO INETFORUM), Library 2, "Getting Started," RF1578.ZIP (38,854 bytes).

The Waiting—Future lawyers wondering how law-school admissions personnel go about selecting students should read this thread, where forum members quizzed a dean from Case Western Reserve University. Legal Forum (GO LAWSIG), Library 8, "Law Student," DEAN.THD (17,889 bytes).

SAT Quizzer—For Macs, a multiple-choice quiz that tests vocabulary proficiency. Included is Barron's list of words appearing frequently on college-entrance exams. Other words can be easily added. Macintosh Applications Forum (GO MACAP), Library 15, "Misc. Applications," SATQUI.SIT (45,184 bytes).

Talking Alphabet—Demo of Mac program teaching three- to six-year-olds the sound and look of the alphabet. Macintosh Entertainment Forum (GO MACFUN), Library 12, "Education," ALPHAB.SEA (201,472 bytes).

Fighting-Irish Tune—The Notre Dame victory march, with a kind of polka feeling, in MIDI format 1. MIDI/Music Forum (GO MIDIFORUM), Library 10, "MIDI Song Files," NOTRED.ZIP (3,082 bytes).

For Older Scouts—A discussion with a 16-year-old scout about ideas on keeping high-school-aged members interested in a troop. Outdoors Forum (GO OUTDOORS), Library 2, "Scouting," SC1123.93 (12,195 bytes).

Be a Vet—This file describes how animal lovers can get into veterinary school and gives a list of accredited institutions. Pets/Animal Forum (GO PETSFORUM), Library 2, "Veterinary,"

XVETED.TXT (3,319 bytes).

Deck-Swabbing Grads—A full listing of American sailing schools open to the general public, compiled by U.S. Sailing. Sailing Forum (GO SAILING), Library 16, "Community Sailing," COMMSL.TXT (75,254 bytes).

Basic Algebra—DOS program teaching the fundamental concepts of fractions and equations, using artificial intelligence to guide studies. Windows-compatible. Science/Math Forum (GO SCIENCE), Library 5, "Mathematics," BALG20.EXE (126,295 bytes).

School Bored—Should you get involved in a local school board or is everyone on these committees just "goldanged" nuts? Humorist Joe Bob Briggs tackles the issue in two of his columns, regularly uploaded to this forum. ShowBiz Forum (GO SHOWBIZ), Library 13, "MST3K/Comedy," AMER.O22 and AMER8.7 (3,579 bytes; 4,323 bytes).

Amazing Stories—Unusual excuse notes offered by absent high-school students are collected here, including "Please excuse Jimmy for being. It was his father's fault." Students Forum (GO STUFO), Library 3, "High School," EXCUSE.TXT (1,722 bytes).

Old Glory, Et Al.—World Flags for Windows 3.1 displays the flags of more than 150 countries, with configurable quiz and slide-show option that makes for a nice screen saver. Windows Fun Forum (GO WINFUN), Library 17, "Kids Stuff," WFLAGS.EXE (566,950 bytes).

Connected Ed—An overview of Paul Levinson's well-publicized online education school, offering more than 250 graduate and undergraduate courses entirely via computer conferencing. Working From Home Forum (GO WORK), Library 15, "Virtual Corporation," CONEDU.TXT (13,391 bytes).

College-Funding Finder—Helps locate private financial aid for higher education. Lists 350 funding sources with 6,000 scholarships, grants, fellowships, and low- or no-interest loans. Zenith Forum (GO ZENITH), Library 6, "DOS Applications," CFF.ZIP (193,221 bytes).

GO FGH. And discover a garden of gift ideas.

Fabulous floral arrangements and gifts, perfect for any occasion. It's all on-line, exclusively from 800-FLOWERS & 800-GIFTHOUSE.

We've just made it easier to help you find the perfect gift on-line.

Our Gift Concierge Service can assist you any way you like: Get help choosing a gift for a hard-to-buy-for boss. Get e-mail reminders of personal gift-giving occasions – with no obligation. Or register in advance for automatic delivery of the perfect gifts for a full year of occasions. Gift Concierge does it all!

800-FLOWERS & 800-GIFTHOUSE: your premier express gift source for any occasion.

Whether it's a gift of fresh cut flowers, mouth-watering treats, or a brand name quality product, 800-FLOWERS & 800-GIFTHOUSE offer the convenient way to express your sentiments.

800·FLOWERS® **800·GIFT HOUSE**℠

Dear Mall Shopper:

Picture yourself spending $20,000 in a gigantic online shopping spree! You'll choose from over 250,000 brand name items, all compliments of Shoppers Advantage Online. It could be you — if you're the Grand Prize winner in The Mall's annual "YOUR NUMBER'S UP!" Contest.

To add to the excitement, every week for six straight weeks there'll be 25 winners of additional prizes donated by Electronic Mall merchants. See the prizes pictured here and on pages 3 - 7 for just a glimpse of what you could win! GO YNU

In this month's Mall Shoppers Guide, we also welcome *nine* new merchants to The Electronic Mall. Remember you can browse these new stores — and any Mall store — connect-free, 24-hours a day!
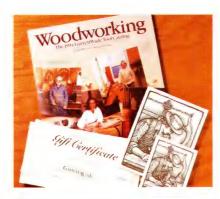
See you online,

Keith Arnold

Keith Arnold
Electronic Mall Manager

Play "Your Number's Up!" and Win a $20,000 Shopping Spree from Shoppers Advantage Online!

It's The Mall's ninth annual "YOUR NUMBER'S UP!" Contest — and this year is bigger and better than ever! If your CompuServe User ID number "comes up" the winner, you could win a fabulous $20,000 shopping spree from Shoppers Advantage Online. You'll shop and spend beyond your wildest dreams, selecting from over 250,000 brand name items, all priced at 10% to 50% off the manufacturers suggested retail price. And, as a Shoppers Advantage member, you receive automatic two-year warranty protection. Everyone who enters has a chance to win the Grand Prize — plus one of over 200 other valuable prizes donated by Electronic Mall merchants. Take a look at the prizes pictured here on page 2 and on pages 3 - 7 to see what you could win. The contest runs from 1 September to 13 October. GO YNU for details and your chance to win!

You Could Win One of These Valuable Prizes!

$50 Gift Certificate from Garrett Wade Woodworking

Enjoy all the pleasures of an old-fashioned hardware store filled with fine chisels, planes, hardware and supplies. You'll find over 5,000 fine tools and equipment in the Garrett Wade Woodworking Shop. Order your **free** color catalog online.

GARRETT WADE WOODWORKING. GO GW

Sound Blaster 16 Multi-CD Sound Card, a $188 Value

Add the dimensions of stereo sound, CD-ROM and multimedia mixer to your PC system. Features include stereo digital/analog mixer, digitized stereo or mono playback and recording, 20-voice stereo FM synthesizer, power amplifier, and more.

DALCO COMPUTER ELECTRONICS. GO DA

The Virtual Reality Programmer's Kit, a $28 Value

Create your own virtual reality with this nuts-and-bolts project book. Contains instructions for building 18 pieces of virtual reality gear, including 3-D goggles, motion trackers and more! 3½″ disk included. #1-00953-9.

WILEY PRO-SHOP. GO JW

Gourmet Chocolate Basket, a $49.99 Value

This white wicker basket of chocolate is packed with 2¼ lbs. of the finest hand-dipped milk chocolates (dark and white chocolate available). All in a delicious assortment of shapes and sizes — including nut clusters, caramels, solids, cremes — even chocolate-covered pretzels.

800-FLOWERS & 800-GIFTHOUSE. GO FGH

One Share of H&R Block Stock, Market Value

Add to your investment portfolio with one share of H&R Block stock, compliments of Max Ule Discount Brokerage.

MAX ULE DISCOUNT BROKERAGE. GO TKR

Virtual Vegas Software, a $79.95 Value

Take a vacation from reality and travel to a "playground for grownups" that's free from the laws of time, physics and the mob. *Virtual Vegas* is the place. You're the V.I.P. Here's your ticket!

MISSION CONTROL SOFTWARE. GO MCS

YOUR NUMBER'S UP!

Select Long Distance Roses, a $39.99 Value

One dozen of these gorgeous, hand-selected 14″ to 18″ roses are cut fresh from the greenhouse, then water-packed in special containers and shipped via Federal Express Priority Overnight to arrive fresh and on time — *guaranteed*!
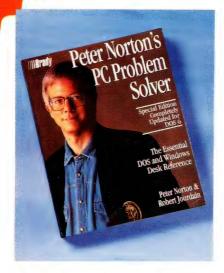
FLOWER STOP. GO FS

Golden Fleece Knit Shirt from Brooks Brothers, a $38 Value

This exclusive, short-sleeved sport shirt with distinctive Golden Fleece logo is a top choice for casual comfort. Cool cotton mesh, generously cut. Choose from lots of handsome colors.

BROOKS BROTHERS. GO BR

You Could Win One of These Valuable Prizes!

Peter Norton's PC Problem Solver, a $29.95 Value

This special edition is a classic solution to your PC questions. An essential DOS and Windows desk reference, covering DOS 6 and Windows 3.1.

SMALL COMPUTER BOOK CLUB. GO BK

One-Year Subscription to *Softdisk*, a $90 Value

You'll get fantastic *Softdisk* programs for your PC or Mac every month with this year's subscription to *Softdisk*. Each month, you'll receive a new disk packed with unique games, puzzles, quizzes, clip art, fonts, great buys on software, and much more.

SOFTDISK PUBLISHING. GO SP

One-Year Subscription to *PC Novice* Magazine, a $24 Value

PC Novice is a magazine designed specifically to get you started with computers. You'll receive 12 issues full of articles that teach computer basics and everyday applications in an easy-to-read style unique to *PC Novice* magazine.

PC PUBLICATIONS. GO PCB

YOUR NUMBER'S UP!

U.S.S. Enterprise™ Telephone, a $79.95 Value

Land this unique phone on your favorite "trekkie's" desk. The top half of the fully detailed starship lifts off to reveal the handset. Red lights activate to signal an incoming call. Ringer can be set to "red alert" or standard ring.
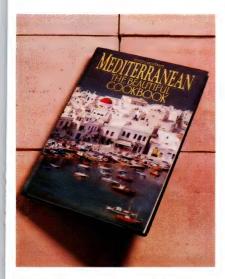
HAMMACHER SCHLEMMER. GO HS

FTD's "Bright and Beautiful" Bouquet, a $54.95 Value

This vibrant mix of pinks and purple is arranged and delivered fresh — with a garden's worth of blossoms, including Carnations, Baby's Breath, Raspberry Statice and Sweetheart Roses. Designed in a white satin finish basket.

FTD ONLINE. GO FTD

You Could Win One of These Valuable Prizes!

Mediterranean The Beautiful Cookbook, a $45 Value

Savor the tastes and sights of the Mediterranean with this "culinary tour" through the culture and cuisines of southern Europe, North Africa and the Near East. Filled with delicious recipes and beautiful photographs.
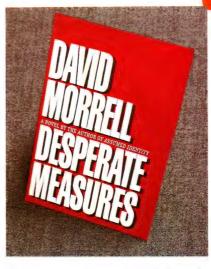
HARPER COLLINS ONLINE. GO HAR

Navel Oranges and Ruby Red Grapefruit, a $20.95 Value

You'll savor these seedless, premium Florida Navel Oranges and sweet, Ruby Red Grapefruit. A full ¼-bushel, fresh-picked and hand-packed, then express-shipped to your home.

FLORIDA FRUIT SHIPPERS. GO FFS

Desperate Measures, by David Morrell, a $22.95 Value

Enjoy the newest thriller from the best-selling author of *Assumed Identity*. This high-action, high-speed novel is full of the kind of suspense and adventure that makes it hard to put down.

TIME WARNER ELECTRONIC PUBLISHING BOOKSTORE. GO TWEPB

YOUR NUMBER'S UP!

CD of Your Choice from Justice Records, a $15 Value

Justice Records consistently produces the freshest, most innovative and varied music to come along in decades. From new sounds to familiar voices, you'll find award-winning jazz, blues, R&B, children's music, western swing, pop and more.

JUSTICE RECORDS. GO JR

Grandma's Original Amaretto Cake, a $24.95 Value

This original recipe is prepared with the finest fruits and nuts. Blended with the nutty flavor of Amaretto liqueur, it's moist and delicious, full of raisins, pecans, walnuts, cherries and a whole lot more. Packed in a decorator tin.

COFFEE ANYONE ??? GO COF

25 New Winners Every Week!

Grandparents' Day Teapot Bouquet, a $37 Value

Crafted of fine ceramic and adorned with delicate strawberries, this keepsake will delight your grand-parents on their special day (September 11th in the United States) — and long after. Filled with Red and Pink Carnations, White Daisies, and Mums.

WALTER KNOLL FLORIST. GO WK

Sony® CD Player, a $229.99 Value

This great CD player plays up to 32 tracks in any order and features a 20-track music calendar. Five-key direct access. Includes remote control. Requires receiver or amplifier.

JCPENNEY. GO JCP

Nostalgia Tin of Peanuts-in-the-Shell, a $14.95 Value

These irresistible roasted-in-the-shell Virginia Diner Peanuts are packed in a bountiful 5-lb. Nostalgia Tin. Your choice of Salted, Unsalted or Cajun Seasoning. Hours of munching pleasure.

VIRGINIA DINER. GO DINER

YOUR NUMBER'S UP!

"A Taste of France" Gift Package, a $40 Value

Savor the tastes of France with classic Paté de Campagne, 7 oz. of creamy Camembert, Capri Goat Cheese with Pepper, French Mini-Toasts, and Garlic and Herb Dijon Mustard. All packed in a colorful bag tied with ribbon. Magnifique!

ADVENTURES IN FOOD. GO AIF

The Aromatic Gift Box, a $40.65 Value
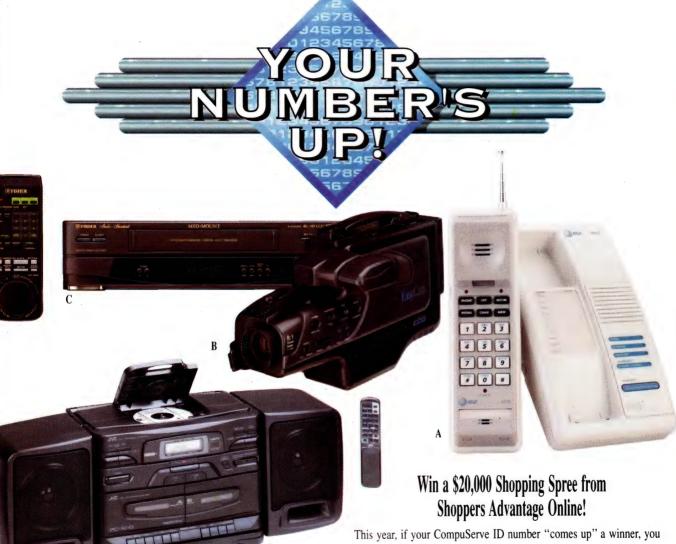
Nothing smells better or tastes more delicious than coffee from freshly ground beans. This wonderful gift box includes a Krups "Fast Touch" Grinder and half-pounds of four gourmet coffees: Colombian La Capilla™, Breakfast Blend, Swiss Chocolate Almond and Hazelnut.

GREEN MOUNTAIN COFFEE ROASTERS. GO GMR

Win Prizes Galore in "YOUR NUMBER'S UP!"

Every week for six straight weeks, 25 lucky CompuServe members will have a chance to choose from over 200 prizes donated by Electronic Mall merchants when their CompuServe ID number "comes up" a winner. And all qualified CompuServe members have a chance to win the Grand Prize — a $20,000 online shopping spree from

Shoppers Advantage Online! GO YNU to explore the online prize showcase and see all of the prizes you could win. You can enter starting 1 September. No purchase is necessary. You'll find complete rules online. Enter once a day, every day. Get ready, get set, GO YNU!

Win a $20,000 Shopping Spree from Shoppers Advantage Online!

This year, if your CompuServe ID number "comes up" a winner, you could win the Grand Prize — a fantastic $20,000 shopping spree from Shoppers Advantage Online! You'll choose from over 250,000 popular brand name products. Imagine a state-of-the-art CD-ROM player . . . a big-screen TV . . . sporting and camping equipment . . . fine jewelry and watches . . . a new stereo . . . a kitchen full of new appliances . . . a new wardrobe . . . or a brand new computer. It's all yours to choose from if you're the Grand Prize winner! To browse the prizes you could win, plus to get a "sneak preview" of the all new Shoppers Advantage store coming in November, GO SA.

Sample Values from Shoppers Advantage:

A. AT&T 10-Channel Cordless Telephone #4615 Member Price $69
B. Panasonic Camcorder #PVIQ604 Manufacturers Suggested List Price $1,299 Member Price $899
C. Fisher Four-Head VCR #FVH4909S Manufacturers Suggested List Price $369 Member Price $259
D. JVC Portable Stereo #PCX110 Manufacturers Suggested List Price $319 Member Price $189

Shopping The Electronic Mall Has Never Been Easier!

The Mall has opened its doors to a whole new look — a Windows-oriented look that makes it easier, faster and more fun to shop electronically. You'll find everything on one convenient screen. With the touch of a finger you can browse product descriptions, flip back and forth between products, view full-color GIF graphics, and order right on the spot. You can even store your name, address and credit card information in the database, so you don't have to type it in each time. All you need to access the "new" Mall is the latest version of *CompuServe Information Manager* (*CIM*) software, available for DOS, Macintosh and Windows. To order or download, GO MALL. Take a look at the "new" Mall today!
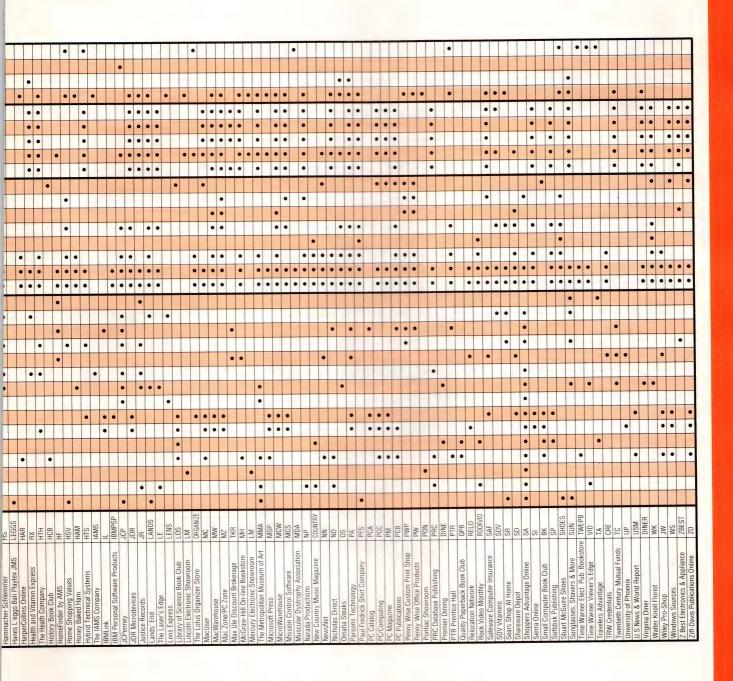
THE ELECTRONIC MALL/ QUICK REFERENCE CHART

Use this handy table when placing your order.

Category row labels (left to right groupings):

CATALOG: New Merchant · Cost of Catalog Credited Toward Purchase · Downloadable Catalog · Free Print Catalog

SHIPS TO: Other International · Japan · Europe · Canada · Australia/New Zealand

PAYMENT OPTIONS: Direct Bill · Cash, Check, Money Order · COD · Discover Card · Diners Club · American Express · MasterCard · VISA

DEPARTMENTS: Travel / Vacations · Sports / Fitness / Health · Office Supplies / Business Services · Merchandise / Electronics · Investments / Finance / Real Estate · Hobbies / Toys / Pets · Gifts / Flowers / Gourmet Foods · Cosmetics / Jewelry · Computer Software · Computer Hardware / Supplies · Clubs / Memberships · Books / Periodicals · Auto / Boat / RV · Arts / Music / Video · Apparel / Department Stores

Merchant / Go Code list

Merchant	Go Code
800-Flowers & 800-Gifthouse	FGH
Absolut Museum	ABSOLUT
Adventures In Food	AIF
Air France	AF
Alaska Peddler	AK
Amazing Vacation Deals	AMZ
Americana Clothing	AC
Airline Services Unlimited	ASU
AT&T Online Store	DP
Austad's	AU
Automobile Information Center	AI
AutoQuot-R	AQ
AutoVantage Online	ATV
BBC Magazine	BBCM
BMG Music Service (GO BMG)	CD
Book-of-the-Month Clubs	BOMC
Books On Tape	BOT
Breton Harbor Baskets and Gifts	BH
Broderbund Software	BB
Brooks Brothers	BR
Business Incorporating Guide	INC
Cadillac Motor Car	CDL
CAMPMOR	CAMP
CheckFree Corporation	CF
Chef's Catalog	CC
Children's Book-of-the-Month Club	CCB
Christian Children's Fund	CCF
Coffee Anyone ???	COF
Colonel Video & Audio	CVA
Columbia House	FREECD
The Company Corporation	CORP
CompuBooks	CBK
Compu-Cruise by Rosenbluth	CRUISE
CompuServe Store	ORDER
CompuServe Visa Store	CARD
Computer Express	EXPRESS
Computer Life	ZD
Computer Shopper	CS
Concord Direct	CA
Contact Lens Supply	CL
Continental Insurancenter	CIC
Critics' Choice Video	CCV
Crutchfield Electronics	CFD
Dalco Computer Electronics	DA
Data Based Advisor	DB
Detroit Free Press	DETROIT
Dial-A-Mattress	BEDS
Digital's PC Store	DD
Dreyfus Corporation	DR
Entertainment Works	EWK
Entrepreneur Group	ENT
Epic MegaGames	EP
The Escort Store	ESCORT
Exec/Direct	PWM
Executive Stamper	EX
Express America Mortgage	EAM
Figi's Gifts	FG
Florida Fruit Shippers	FFS
Flower Stop	FS
Ford Credit	FC
Ford Electronic Showroom	FORD
Ford Motor Company	FMC
Fortune Book Club	FCB
FTD ONLINE	FTD
Garrett Wade Woodworking	GW
The Gift Sender	

Shipping Information

Shipping destinations and methods differ from store to store. Many stores will ship virtually anywhere in the world. Others ship to the U.S. and Canada, or to the U.S. only.

Shipping options differ, too. In addition to standard UPS ground, many merchants also offer one, two or three-day rush delivery for an added fee. In some cases, the price online includes shipping and handling anywhere in the continental U.S. Use the handy guide on these two pages as a quick reference for each store's shipping policies.

Abbreviation	Store
HS	Hammacher Schlemmer
LEGGS	Hanes L'eggs Bali Playtex JMS
HAR	HarperCollins Online
RX	Health and Vitamin Express
HTH	The Heath Company
HCB	History Book Club
HF	HomeFinder by AMS
HSV	Home Shopping Values
HAM	Honey Baked Ham
HTS	Hybrid Technical Systems
IAMS	The IAMS Company
IL	IBMLink
IBMPSP	IBM Personal Software Products
JCP	JCPenney
JDR	JDR Microdevices
JR	Justice Records
LANDS	Lands' End
LE	The Laser's Edge
LENS	Lens Express
LOS	Library of Science Book Club
LM	Lincoln Electronic Showroom
ORGANIZE	The Lotus Organizer Store
MC	MacUser
MW	MacWarehouse
MZ	Mac Zone/PC Zone
TKR	Max Ule Discount Brokerage
MH	McGraw-Hill On-line Bookstore
LM	Mercury Electronic Showroom
MMA	The Metropolitan Museum of Art
MSP	Microsoft Press
MCW	MicroWarehouse
MGS	Mission Control Software
MDA	Muscular Dystrophy Association
NP	Narada Productions
COUNTRY	New Country Music Magazine
NN	NewsNet
ND	Nicholas Direct
OS	Omaha Steaks
PA	Parsons Technology
PFS	Paul Fredrick Shirt Company
PCA	PC Catalog
PCC	PC/Computing
PM	PC Magazine
PCB	PC Publications
PWP	Penny Wise Custom Print Shop
PW	Penny Wise Office Products
PON	Pontiac Showroom
PRC	PRC Database Publishing
DINE	Premier Dining
PTR	PTR Prentice Hall
QPB	Quality Paperback Book Club
RELO	Relocation Network
ROCKVID	Rock Video Monthly
SAF	Safeware Computer Insurance
SDV	SDV Vitamins
SR	Sears Shop At Home
SD	Shareware Depot
SA	Shoppers Advantage Online
SI	Sierra Online
BK	Small Computer Book Club
SP	Softdisk Publishing
SHOES	Stuart McGuire Shoes
SUN	Sunglasses, Shavers & More
TWFPB	Time Warner Elect. Pub. Bookstore
VID	Time Warner Viewer's Edge
TA	Travelers Advantage
CRE	TRW Credentials
TC	Twentieth Century Mutual Funds
UP	University of Phoenix
USM	U.S. News & World Report
DINER	Virginia Diner
WK	Walter Knoll Florist
JW	Wiley Pro-Shop
WS	Windows Sources
ZBEST	Z Best Electronics & Appliance
ZD	Ziff-Davis Publications Online

Incorporate your business quickly and save half the cost!

Now through the end of September, for only $25 plus state filing fees, you can protect your personal assets and get valuable tax breaks. Incorporate yourself, your family business or your hobby in less than 48 hours. No legal fees. No hassles. No red tape. We do it all for you — quickly and efficiently.

THE COMPANY CORPORATION. GO CORP

Use your computer to control your home!

EZ-Home™allows anyone to easily control lights, appliances, heating and air, TV/VCR, and stereo using their personal computer. No special wiring or complicated programming is required. EZ-Home communicates to plug-in devices that are easy to set up and use. Order our color catalog and receive a $5 order credit!

HYBRID TECHNICAL SYSTEMS. GO HTS
EZ-HOME LIST PRICE $149.95
SALE PRICE $99.95

Lights! Camera! Action! Find the best video bargains and gifts at Time Warner Viewer's Edge!

Make Viewer's Edge your first stop for video savings. You'll get the best bargains anywhere — *guaranteed*. Great movies, TV classics, kid vid, how-to and more. New releases and classic favorites. All at discount prices — many only $9.95! Plus terrific gifts, from T-shirts and ties . . . to posters, books, CD-ROM disks and more. Go online today and check out This Month's Special Video Values.

TIME WARNER VIEWER'S EDGE. GO VID
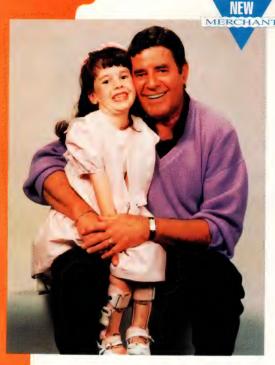
All prices mentioned in *The Electronic Mall* Shoppers Guide are the most accurate prices available at press time. Occasionally a printed price will be out of date.

Invest in your future with Dreyfus Mutual Funds.

For over 40 years, Dreyfus has led the way with mutual funds. Offering a variety of funds, each is designed to meet a specific investment objective such as income with stability, growth plus income, long-term growth or tax-free income. Start with as little as $100! Request your **free** prospectus online.

DREYFUS CORP. GO DR

Get the right things done with First Things First Proactive!

First Things First Proactive is the first true time management software. It integrates outlining, multiple calendar views, flexible reminders, printing, networking calendars and task lists. Run any project from an outline or calendar. Improve your management and teamwork!

MACWAREHOUSE. GO MW
FIRST THINGS FIRST PROACTIVE V1.0 $95

Put Lady Luck on your side with *The Ultimate Lottery Tracker and Wheeler.*

Here's the most advanced, most popular lottery program ever sold! With full mouse support to streamline data entry, lottery databases for all games, and full-featured bet management. New analysis features include: Double Entendre, Delta Sigma, Bet vs. Win, and Statistical Deviation charts. 5¼" disk.

MICROWAREHOUSE. GO MCW
THE ULTIMATE LOTTERY TRACKER AND WHEELER $39.95

Find the hidden problems *before* you buy a house!

HomeFinder's new partnership with NeMMar helps you "weed out" problem houses. NeMMar's *Home Buyer's Survival Kit* includes a video, cassette and booklet that shows how to evaluate any home and determine the true market value before paying high inspection, appraisal, attorney and bank fees. See how else HomeFinder by AMS can make your move much smoother! Details online.
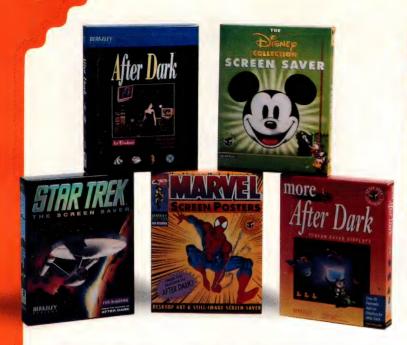
HOMEFINDER BY AMS. GO HF

Keep up with the latest and greatest hits with Entertainment Works!

If it's hot on the video or music scene, it's at Entertainment Works. From drama and sci-fi videos to country and pop music, we offer the best selection of titles delivered right to your door. No hassles and no worries — just fun, easy, at-home shopping with your one-stop video and music source, Entertainment Works.

ENTERTAINMENT WORKS. GO EWK

NEW MERCHANT

NEW MERCHANT

Get Amazing Vacation Deals from Rosenbluth Vacations.

Now, it's easy to get the best prices to great vacation places — Walt Disney World, California, Florida, Jamaica and more! All of our packages are specially negotiated to guarantee you substantial savings. Caring, knowledgeable Rosenbluth vacation counselors will help you with your destination choice. Featured destinations change from time to time, so check online for the latest details.

AMAZING VACATION DEALS BY ROSENBLUTH. GO AMZ

NEW MERCHANT

NEW MERCHANT

Step up to Stuart McGuire Men's Footwear and Accessories.

Comfort, value, quality and customer satisfaction have been the hallmark of our business since 1904. Our contemporary footwear is constructed with premium leathers and linings. Our men's accessories are fashioned for your lifestyle at prices that please. Millions of discriminating customers appreciate our superior quality. You will, too! Go online to order today and request your **free** catalog.

STUART MCGUIRE SHOES. GO SHOES

Home Shopping Values brings you bargain-priced electronics, fashion, jewelry and more!

From our home to yours, Home Shopping Values offers the best quality for the best prices, delivered right to your door! Enjoy the latest in housewares and electronics; casual, comfortable clothing; genuine gemstones and fashion jewelry — a full-service department store right in your home. Go online today to browse our complete selection and request your **free** catalog.

HOME SHOPPING VALUES. GO HSV

Let Ford Credit help you with your next purchase or lease.

Ford and Lincoln-Mercury offer quality vehicles to match every preference and taste. Now Ford Credit is online to provide the same custom, personalized assistance to help with your vehicle purchase or lease. Let us show you the best way to finance the model you want. Figure monthly payments with our online calculator — coming soon! Go online to order our **free** brochures!

FORD CREDIT. GO FC

Ford Credit

NEW MERCHANT

Book Reviews

Following are summaries of book reviews available for reading this month in *Online Today*. To read the complete reviews, use the GO commands listed at the end of each summary.

Winning the Fight Between You and Your Desk: Use Your Computer to Get Organized, Become More Productive and Make More Money

By Jeffrey J. Mayer
HarperBusiness, 1993
249 pages, $18 (hardcover)

Remember that old rock song by the Bobby Fuller Four, "I Fought the Law (And the Law Won)"? Many people feel the same way about their desks. Reviewer John Edwards says this book is useful for novice PC users, but veterans won't learn much new about using a computer to get organized. *GO OLT-5250*

The Complete HyperCard 2.2 Handbook

By Danny Goodman
Random House, 1993
1,144 pages, $35 (softcover)

While this isn't the likeliest candidate for bedtime reading, it is the best single source of information on HyperCard you'll find anywhere, says reviewer Franklyn Jones. With a beefy 66 chapters, this is the definitive sourcebook for power Mac users. *GO OLT-5260*

Doing Business on the Internet: How the Electronic Highway Is Transforming American Companies

By Mary J. Cronin, Ph.D.
Van Nostrand Reinhold, 1994
308 pages, $29.95 (softcover)

Written from a management perspective for the nontechnical business executive, this book is a fact-filled strategic guide on how businesses can effectively use the Internet, says reviewer William J. Lynott. *GO OLT-5240*

The Computer Consultant's Guide to Real-Life Strategies for Building a Successful Consulting Career

By Janet Ruhl
John Wiley & Sons, 1994
276 pages, $19.95 (softcover)

Written by a section leader in the Computer Consultant's Forum (GO CONSULT), this book offers solid advice on starting and maintaining a computer consulting business. Reviewer and consultant Harry Green urges wannabes to read it twice and heed every word. *GO OLT-5210*

ZAP! How Your Computer Can Hurt You—And What to Do About It

By Don Sellers
Peachpit Press, 1994
150 pages, $12.95 (softcover)

With answers to the most commonly asked questions about computer-caused health problems—carpal-tunnel syndrome, eyestrain, and back pain—this book discusses not only the danger of the desktop but also how to prevent such afflictions, says reviewer James Moran. *GO OLT-5280*

The High Tech Marketing Machine: Applying the Power of Computers to Out-Smart the Competition

By Timothy Powell
Probus Publishing, 1993
232 pages, $24.95 (softcover)
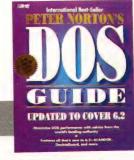
Aimed at sales professionals, entrepreneurs, senior executives, and nonprofit marketers, this book shows how to resolve business problems with technology solutions, says reviewer Sharon Kahn. *GO OLT-5270*

Multimedia Madness! (Second Edition)

By Ron Wodaski
Sams Publishing, 1994
1,100 pages, $55 (softcover with two CD-ROM discs)

Designed much like a multimedia catalog with "good," "better," and "best" choices, this book is a compendium of Windows multimedia information that reviewer Anthony Watkins calls a best buy. *GO OLT-5230*

Peter Norton's DOS Guide

By Peter Norton
Brady, 1994
744 pages, $24.95 (softcover)

If you need a book on the fundamentals of DOS, there may not be a better choice than this one. It is thorough and clear and contains not one iota of nonsense. Reviewer Robert Sanchez says it is an excellent choice for the intelligent, but nontechnical, reader. *GO OLT-5220*

How to Get the Most out of CompuServe
with Charles Bowen

Charles Bowen is a contributing editor of *CompuServe Magazine*, author of *CompuServe From A to Z*, and co-author of *How to Get the Most out of CompuServe*, both from Random House.

I need to know the status of the economy for a certain U.S. state, unemployment and crime rates, cost of living, and so on. How can I approach this research?

> **Victor Santillan**
> **Phoenix, Arizona**

CompuServe has a number of demographics features (GO DEMOGRAPHICS for an overview). Many are surcharged, but the U.S. Census Bureau itself provides a non-surcharged feature, called Cendata, that I think is great. To use it, GO CENDATA to reach the main menu. Select the "Profiles and Rankings" option, which produces this menu:

PROFILES AND RANKINGS

1 State Data Profiles, Alabama-Kentucky
2 State Data Profiles, Louisiana-Ohio
3 State Data Profiles, Oklahoma-Wyoming
4 States Ranked by Sel. Social, Economic, and Housing Char.: 1990
5 Selected State Rankings From the 1993 Statistical Abstract
6 State Population Figures and Changes, 1950–1990
7 New Metro Area Definitions
8 Metropolitan Areas and Cities, 1990
9 Metro. Stat. Area & New England County Metro. Area Profiles
10 United States Profile (USA Statistics in Brief, 1993)
11 Counties With 1990 Population Over 100,000, Ranked by Size
12 County Rankings by Selected Subjects
13 Highest Ranking County in Each State by Selected Subject
14 Per Capita Money Income in 1987, Ranked by State
15 Urban Population, U.S. and Puerto Rico
16 Congressional District Profiles
17 Rankings of Counties & Selected Places by Race: 1990

Take a look at the State Data Profiles. They provide a good starting point for your research.

I've recently interviewed with a company in another state and would like to get information on the costs there as compared with those here in Dallas. Is there someplace online that I can find such information, as well as population growth and other pertinent information?

> **Phil Hecker**
> **Dallas, Texas**

Cendata, discussed in the answer to the previous question, is also good for comparing two metropolitan areas. See the "Metropolitan Areas and Cities" option on the "Profiles and Rankings" menu illustrated.

I'm an American consultant living abroad, and when I file tax returns the currency conversions for my expenses can get a little tricky. The IRS wants to see market exchange rates applied that coincide with the date of the expenditure. Like most of us, I usually throw all my receipts into a shoe box to be sorted out at tax time. How can I get online Swiss-franc exchange rates for specific dates, sometimes going back three years?

> **Louie Jagoe**
> **Geneva, Switzerland**

CompuServe's database of historical stock quotes has Swiss-franc data dating back about 10 years. All you need to know is that the ticker for Swiss francs is XRSF. Let's say you want to know the value of the francs at the beginning of 1990. GO SECURITIES to reach the database, and at the main menu select the "Pricing History—1 Issue" option. When the system prompts you for a ticker symbol, enter XRSF. The system then asks for "(D)aily, (W)eekly, (M)onthly?:" (Note that historical quotes are surcharged at $.05 per quote per day.) For our example, you might select "Monthly." At the prompt for "Starting date or number of periods from last pricing date?" enter 01/01/90. Finally, the system asks for "Ending date or <CR> for last pricing date?" and you might enter 03/01/90. It then reports:

XCHG RATE SWISS FRANC
US$ PER 100

Cusip: 00000910   Exchange: Z   Ticker: XRSF

Month-End Date	Months Volume	Months High/Ask	Months Low/Bid	Month-End Close/Avg
1/31/90	0	66.660	63.690	66.510
2/28/90	0	68.020	66.760	67.110
3/30/90	0	67.110	65.650	67.110

Prices Available: 2/13/84 through 7/5/94

Mensa® Puzzler

This month's puzzle was submitted by CompuServe member Dallas Dickson. You'll find the answer in the Mensa Forum's (GO MENSA) News Flash.

AMANDA HALEY

A farmer has a square field, with fence posts installed at nine-foot intervals around the periphery of the field. He places three tiers of nine-foot-long rails around the field, and discovers that he has used the same number of rails as the number of acres in the field. What is the area of the field?

Do you have a Puzzler that you'd like to share with *CM* readers? Send your entry of no more than five brief puzzles (with answers) to: Puzzlers, *CompuServe Magazine*, P.O. Box 20212, Columbus, OH 43220. Include your full name, address, daytime telephone number, and CompuServe User ID number. Puzzles that are not sensitive to character positioning may be sent by CompuServe Mail to User ID number 76004,3302. If your puzzle is used here, we'll credit $35 to your CompuServe account.

Graphic of the Month

CM's Graphic of the Month for September is a ray-traced image of a t'ai chi yin-yang floating above a star-filled lake by Darin Dugger. Dugger used the freeware program POV-Ray to compose the t'ai chi and made the fractal-sky background with the freeware program Fractint. The image resolution is 800 x 600, with 250 colors. The image is available in the Graphics Developers Forum's (GO GRAPHDEV) Library 9, "POV Images," as TAICHI.GIF (301,605 bytes). Dugger, who works for a ticket agency in Oklahoma City, is a student of Chinese philosophy and a confessed ray-tracing addict. "I found computer graphics interesting for years, but never created my own art until I started visiting the Graphics Developers Forum about a year and a half ago and downloaded POV-Ray," he says. "I now visit the forum daily."

This month's runners-up are *The Sweetest Mother Board You'll Ever See,* by David Hofmann, found in the Graphics Plus Forum's (GO GRAPHPLUS) Library 3, "Hall of Fame," as file BOARD.JPG (92,981 bytes); *Robo-Truck,* by Glenn Melenhorst 4Di, found in the Autodesk Multimedia Forum's (GO ASOFT) Library 5, "Images/ Animations," as file TRUCK.JPG (146,774 bytes); and *Vitis Venifera, the Great Wine-Making Grapes,* by James M. Needham, found in the Artist Forum's (GO ARTIST) Library 4, "Member's Gallery," as file VINIF.GIF (138,545 bytes).

If you have a favorite image on CompuServe, consider nominating it as a Graphic of the Month. Provide the file name and identify the forum and library where the image is stored (do **not** send the files themselves) and send the information by CompuServe Mail to User ID number 76004,716. If the image you nominate is selected as the Graphic of the Month, you and the image uploader/creator will receive a $25 CompuServe account credit. Image uploaders/ creators are permitted to nominate themselves, but only one $25 credit is applied to each member.

A Quick Study in Rocket Science Launches a Deal

As an independent consultant in business development and planning, I recently learned the value of CompuServe during a business venture with a Russian-Canadian satellite-telecommunications company. On short notice, I was told that I would be visiting the Russian partner in Siberia to negotiate a price for a Russian Proton rocket to be used in launching satellites necessary to our venture. I knew I needed to find out as much as possible about Russian negotiating styles in order to make the trip successful. Through Information USA (GO INFOUSA) on CompuServe, I found out about U.S. State Department publications on international negotiating styles, and I gained additional insight from members in the Foreign Language (GO FLEFO) and Travel (GO TRAVSIG) forums. Articles from Business Database Plus (GO BUSDB), Magazine Database Plus (GO MAGDB), IQuest (GO IQUEST), and Knowledge Index (GO KI) addressed everything from the relative performance of the Proton rocket versus Western launchers to published CIA estimates of Proton costs and prices. Although we were unable to fix a specific price even after days of negotiation, we did agree to a ceiling value substantially below world launch prices and the Russians' opening asking price, thanks to the information I had gleaned from the Information Service. I cannot imagine any other single source, including the U.S. Library of Congress, that could provide the breadth and depth of information that CompuServe did.
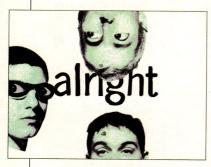
Stephen Milford
Hamden, Connecticut

Compete for $50 worth of connect-time credit in *CompuServe Magazine*'s monthly Member Essay contest. Write a 200-word essay describing an original way you've used the Information Service and send it to CompuServe User ID number 76004,3302. Include your full name and address.

UPDATE

Find out more about the Muscular Dystrophy Association's annual Jerry Lewis Labor Day Telethon in the MDA Forum. Access a schedule of events for the Sept. 4 event, and get updated information before, during, and after the telethon about neuromuscular diseases, research, medical seminars, patient profiles and accomplishments, and more. Beginning Aug. 15, CompuServe members can make donations to the MDA online using credit cards. For more information, GO MDA.

Visit the U.K. Professionals Forum to share information with other members of United Kingdom professions. Message sections and libraries address issues concerning doctors, accountants, engineers, company directors, members of the police force, and more. GO UKPROF

Communicate with representatives of Trout Unlimited, an organization dedicated to the conservation, protection, and restoration of North America's trout and salmon, in the Outdoors Support Forum's Section 2, "Trout Unlimited." Also, download press releases, articles, and more from the corresponding library. GO TROUTU

First-time users of Magazine Database Plus get two articles with no transaction charge during their first session in September. Retrieve the full text of articles on news, current events, sports, science, travel, hobbies, personal finance, and more. GO MAGDB

Upload your German-language shareware program to the Ziff PC Direkt, Ziff PCpro, or Ziff Windows forum by Sept. 20 to compete for the 1994 German Shareware Awards. An independent jury will choose the best shareware titles. Check the forums' news flashes for details. GO PCDIREKT, GO PCPRO, GO GERWIN

Join a debate about which multimedia authoring tool is best in the MacUser Forum's Conference Room 1, "The Auditorium," on Sept. 7. *MacUser* magazine's senior editor, Mark Frost, will moderate a hot debate between developers of the Apple Media Kit and Macromedia Director. GO MACUSER

First-time users of Computer Buyers' Guide receive up to a $5 rebate on transaction charges incurred during their first session in September. Retrieve hardware and software product specifications, manufacturer and vendor information, and vendor/price summaries. GO COMPBG

Poster Launch

Order a free poster depicting three of the Florida Today Forum's best GIF images. Printed on 60-pound cover stock, the poster shows a nighttime shuttle launch, Orlando Magic basketball star Shaquille O'Neal in action, and space-walking astronauts working on the Hubble Space Telescope. To order, post a message to *SYSOP in the forum's Section 15, "Front Page Lounge." GO FLATODAY

Cool Screen Saver

Download a Beastie Boys screen saver from Capitol Records, complete with 30 cartoonlike animations of the band in the Recording Industry Forum's Library 1, "General Information." The screen saver, which is available for only the cost of connect time as file MUSIC.ZIP, includes graphics and lyrics from the latest Beastie Boys album, *Ill Communication,* and animations of the band members playing backgammon and basketball, driving cop cars, and more. GO ALBUMNET

NEXT MONTH • **No-Office Computing: Tiny Technology Makes Portable Business a Pleasure** • **Patching Windows: How to Smooth the Aging 3.1's Wrinkles** • **Virus Update: Gone or Forgotten?** • **Numbers Game: Demographic Data as Biz Booster** • **Hyper Texts: Electronic Books' Future** • **Animal Attraction: The Right Pet**